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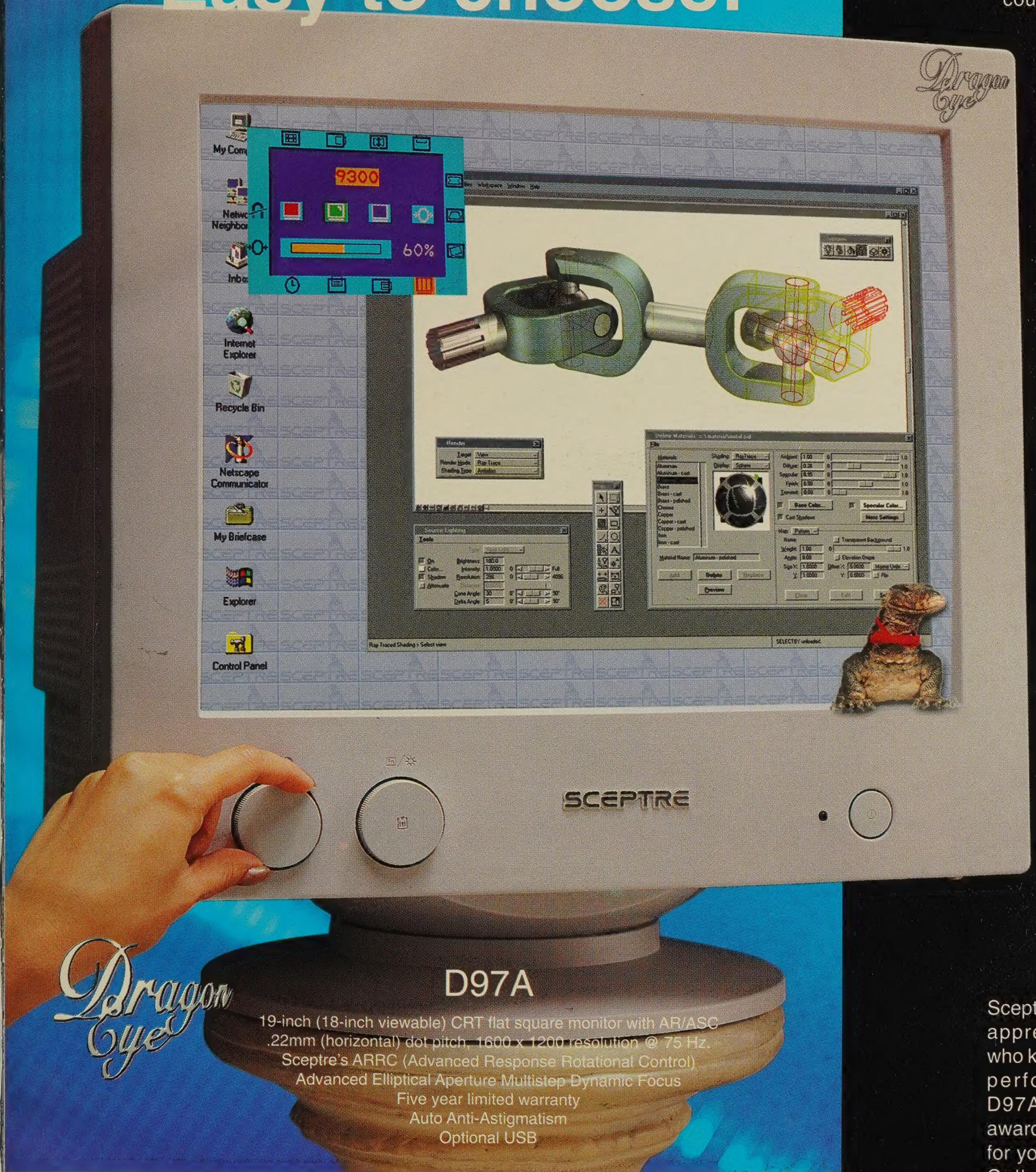

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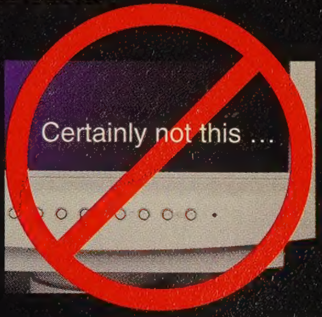
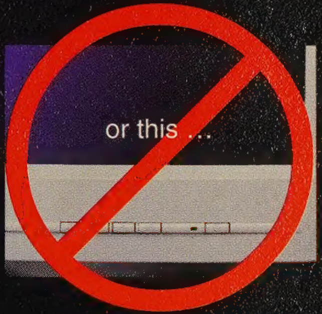


Old-style technology
Too many buttons
Not user friendly



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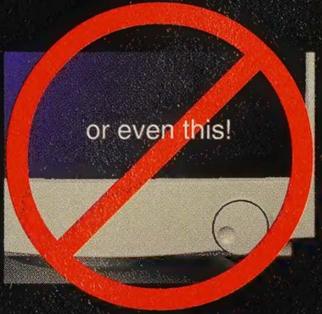

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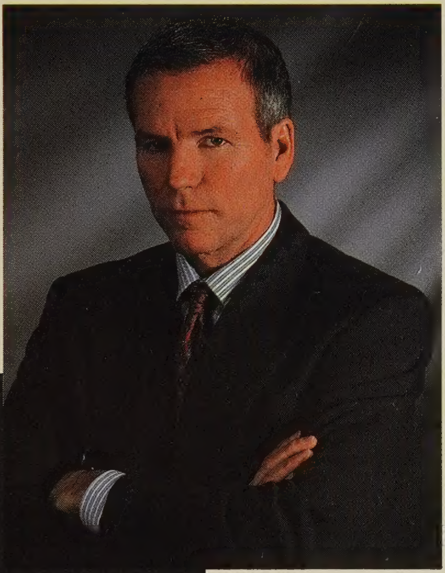

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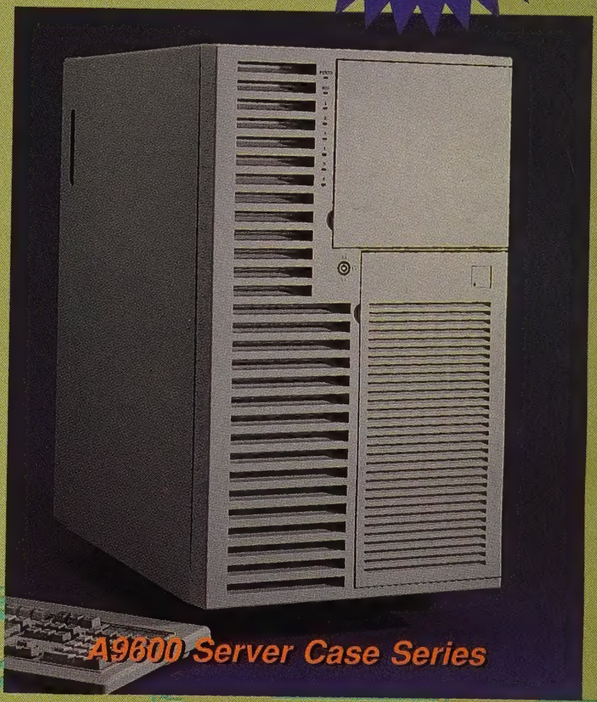
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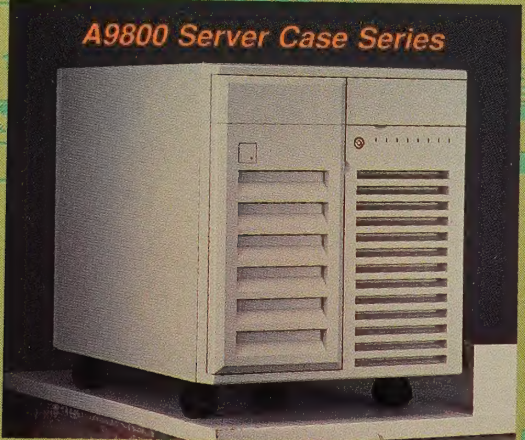
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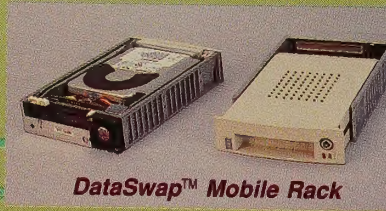
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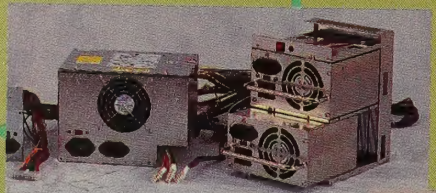
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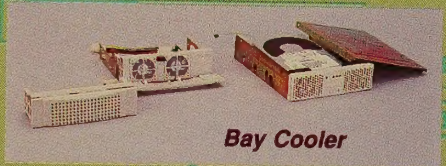
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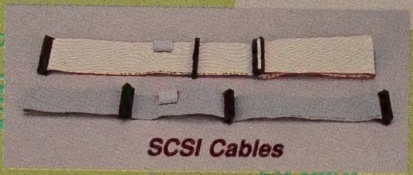
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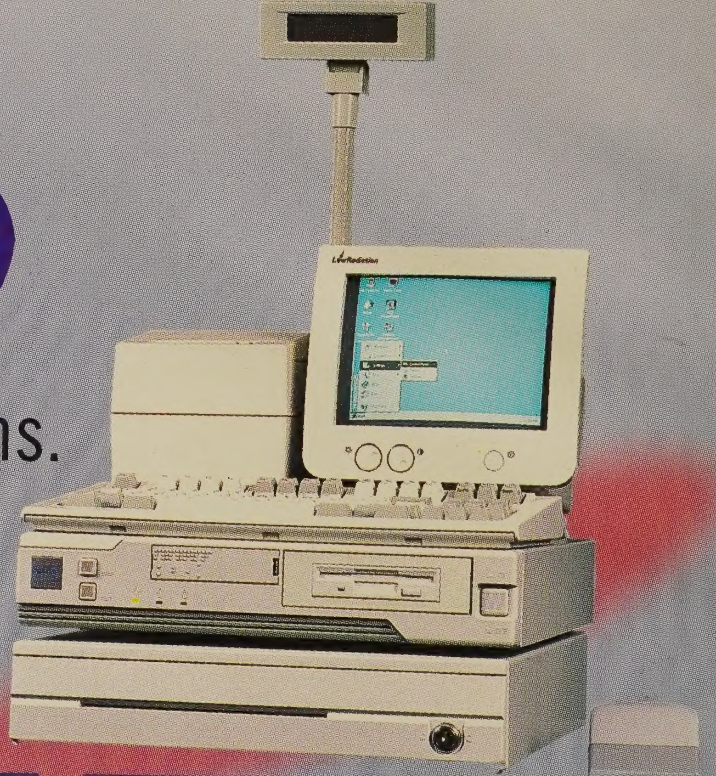
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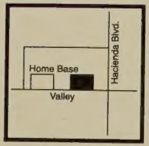
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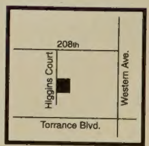
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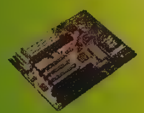

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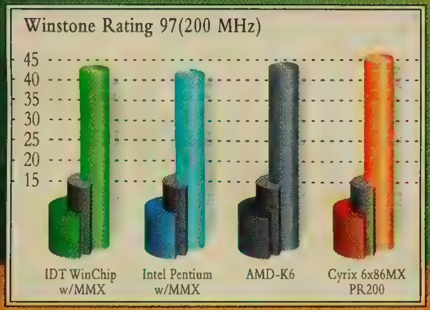

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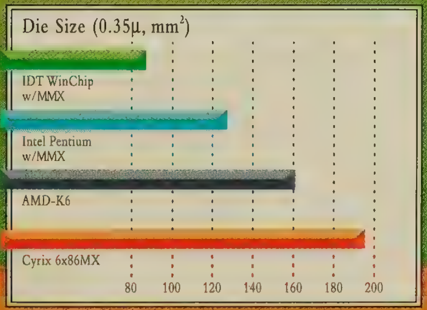

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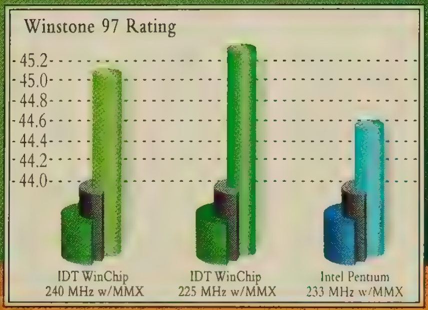

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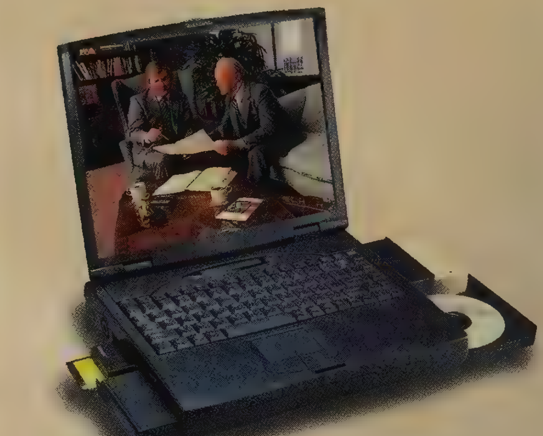
>
> *PC Magazine*
> *January 20, 1998*

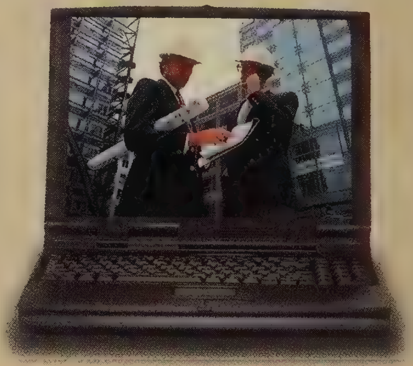
IMM Technology ChemBook™ 6000

- Intel 430TX PCI Chipset Core Logic
- IMM Packaging, Tillamook 233 / 266 MHz
- Built-in 16MB SDRAM
- Expandable memory up to 144MB
- 128-bit PCI Graphics Engine with graphics and video Accelerator
- 13.3" TFT XGA LCD
- Supports 32-bit CardBus & Zoomed Video
- Supports UltraDMA / 33 IDE
- Removable 20X CD-ROM (Smart Bay) and 1.44MB Floppy Drive, DVD (optional)
- Auto Tilt-Up when opening LCD Panel
- 16-bit Stereo Sound System and 3D Surround Sound
- 1 x USB Port, 1 x Fast Infrared Port (IrDA 1.1 / FIR) and 1 x S-Video TV-Out
- Intel LM 78 Hardware Monitor Circuit design



All-In-One ChemBook™ 9780

- Intel 430TX PCI Chipset
- Intel Pentium® Processor with MMX
- Intel Tillamook, 233 / 266 MHz / AMD K6 mobile
- Expandable memory up to 128MB EDO / SDRAM
- 4MB EDO Video Memory
- 64-bit PCI Graphics Engine with hardware GUI Accelerator
- 14.1" XGA / 12.1" SVGA TFT
- Removable 20X / 24X (optional) CD-ROM, DVD (optional)
- FDD Bay interchange with LS-120, Iomega Zip 100MB drive, 2nd HDD (2.5" or 3.0" slim)
- 16-bit Stereo and 3-D Surround Sound System
- Built-In WaveTable
- 2 x USB Ports / 1x Fast Infrared Port (IrDA / FIR)
- 2 x video jack (Video In / Out)
- Smart Battery / Supports Secondary Battery



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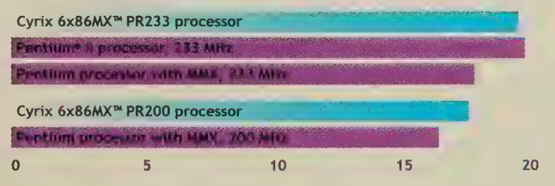

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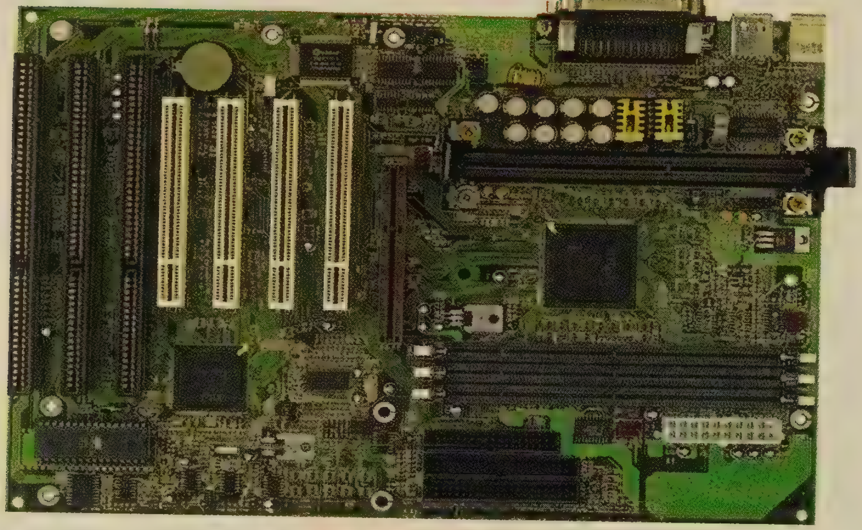

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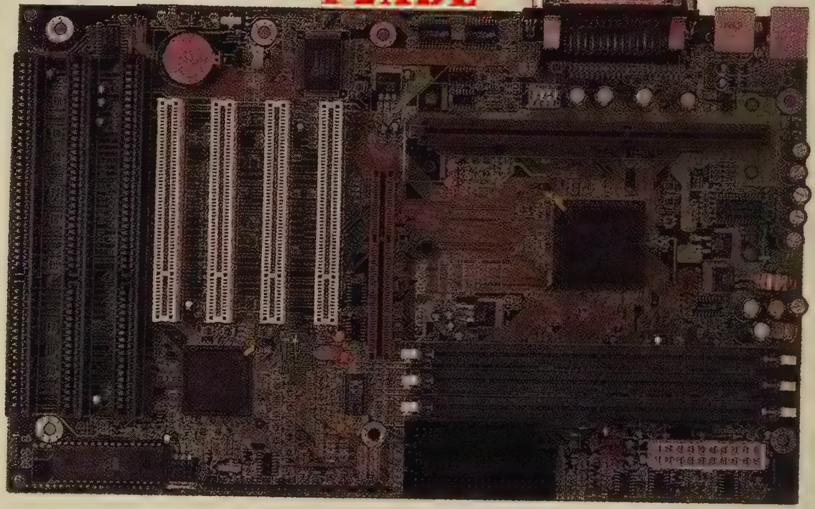
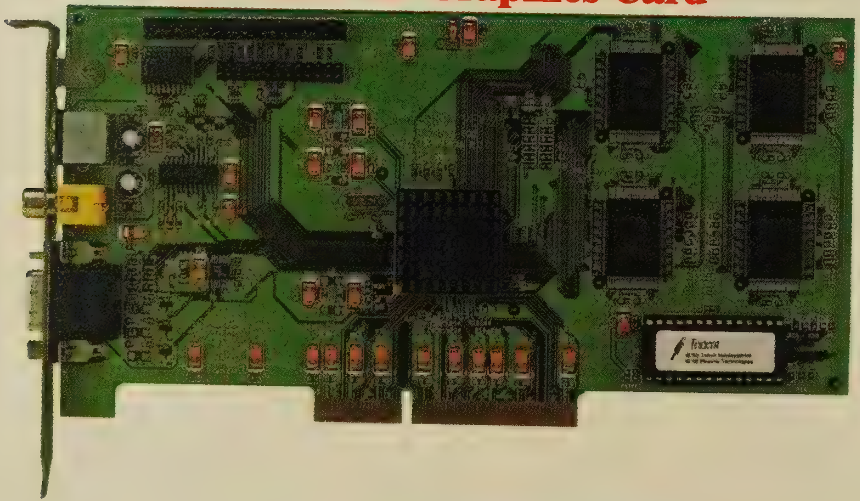


AGP 9800 3D Graphics Card



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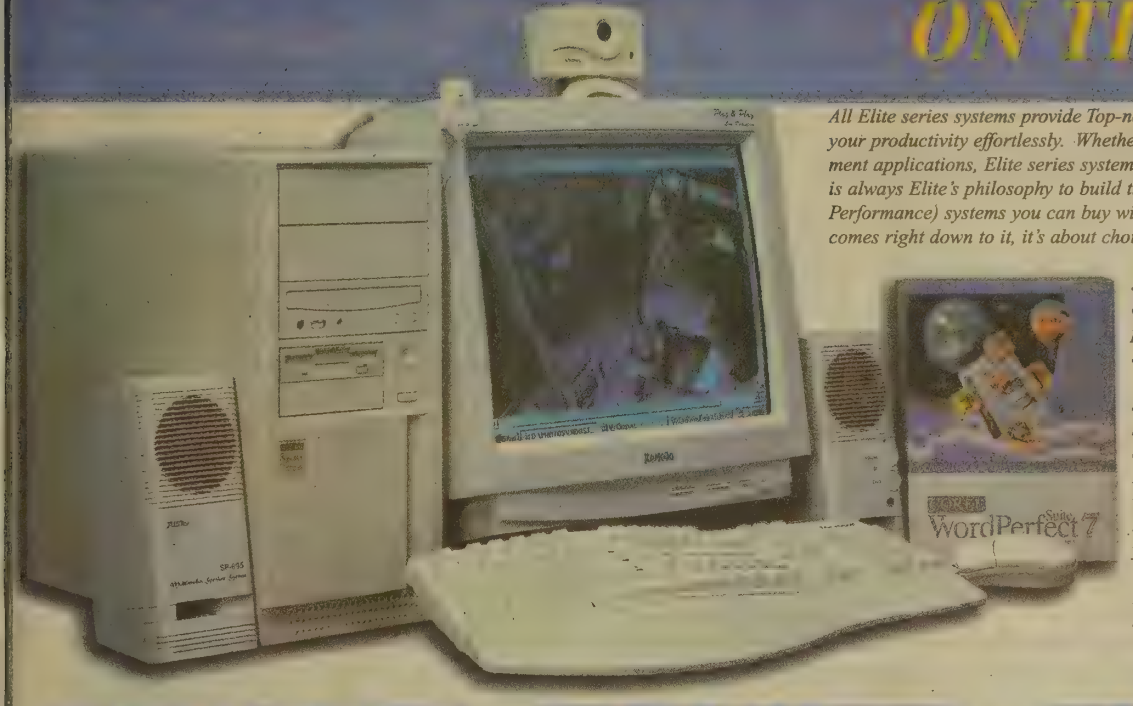

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- **PCI *Wave 64/3D AC-3 Dolby*** Sound card
- ***SuperWoofer*** & Full Range Speakers
- **Tower Case,** Hi-Res. Serial Mouse
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- Microsoft Windows '95
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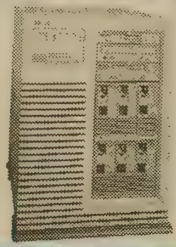

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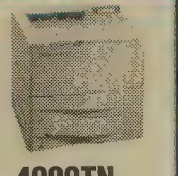

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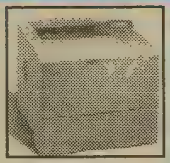

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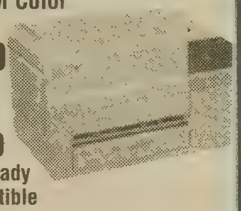

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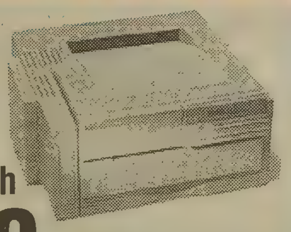

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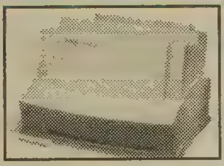

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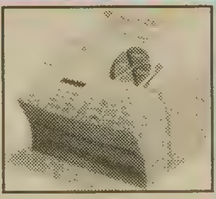

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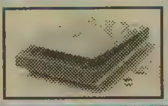

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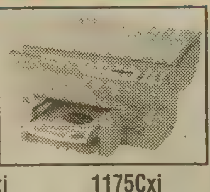

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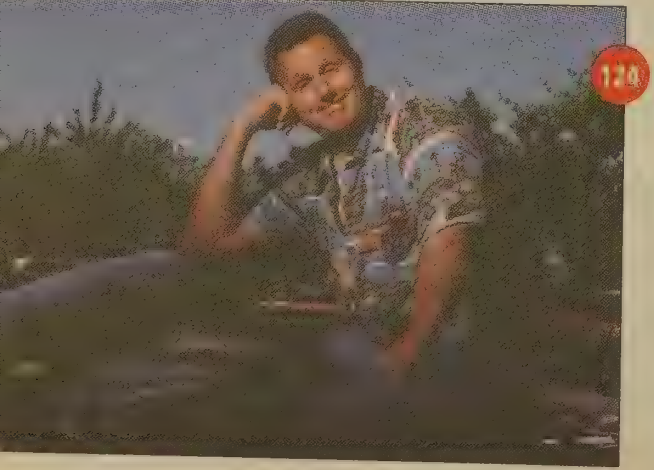

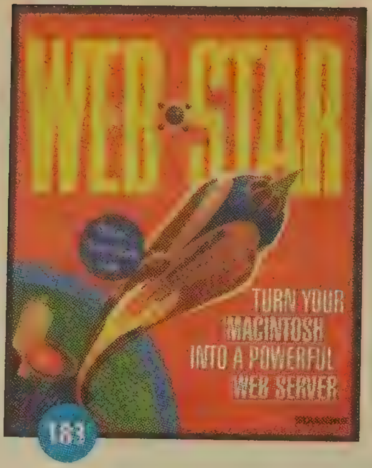

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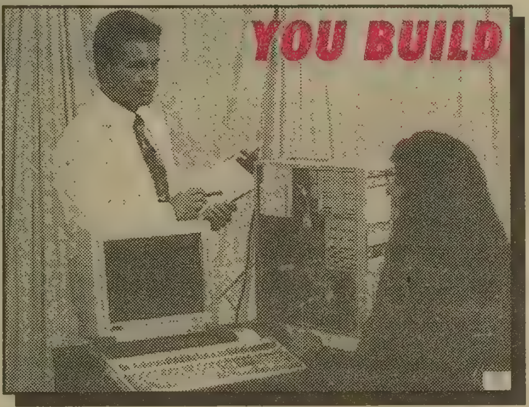

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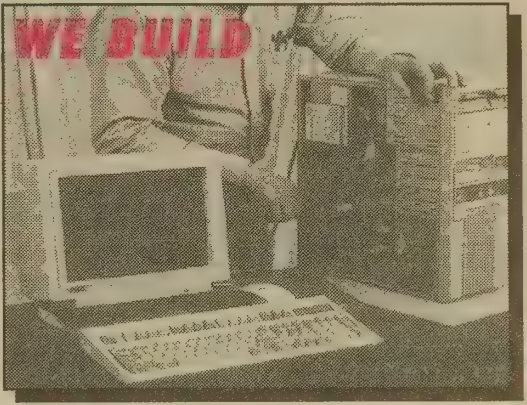

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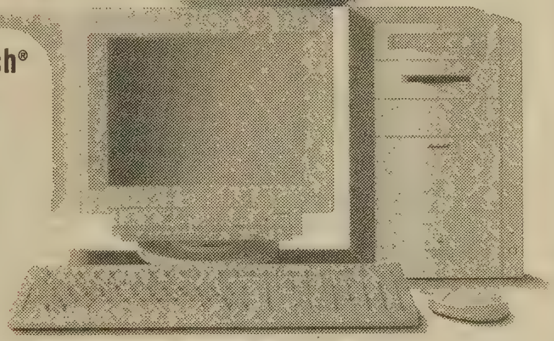

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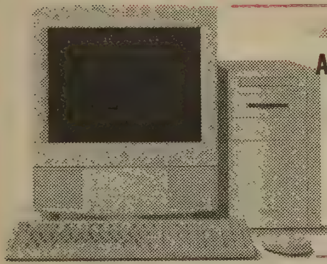

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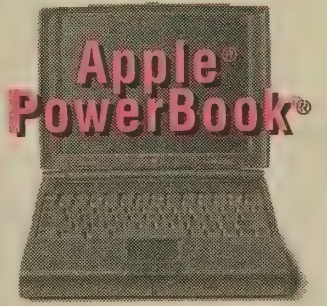

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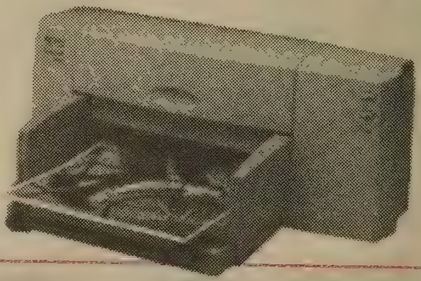

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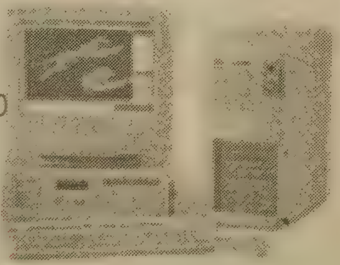

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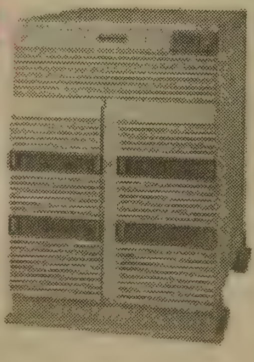

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MicroTimes
May 22, 1998 • Issue #179

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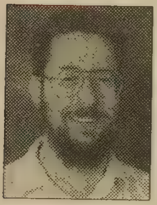
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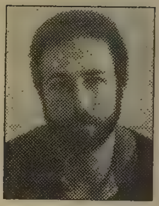
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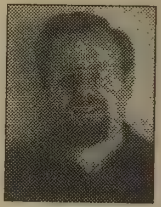
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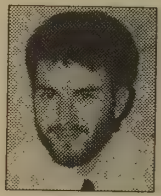
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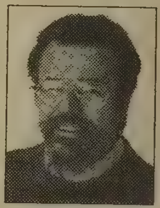
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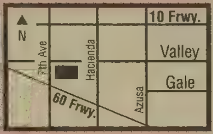

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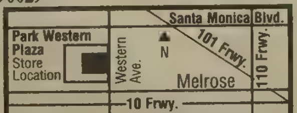

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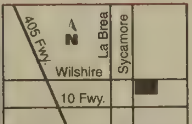

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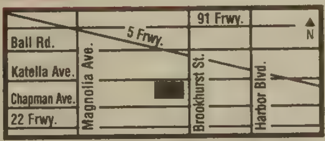

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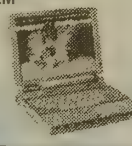

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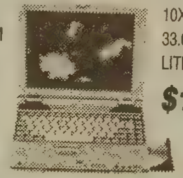

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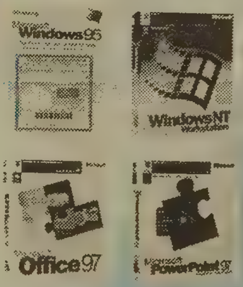

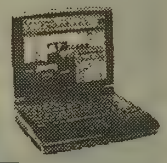

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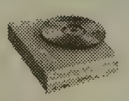

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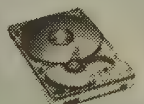

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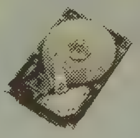

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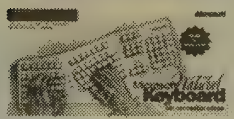

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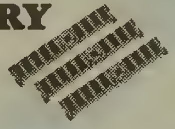

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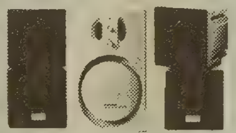

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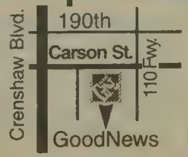

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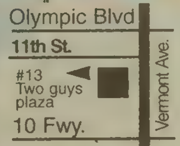

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☑ Mac monitors run only at the specified resolution and do not require the MIRAGE cards!

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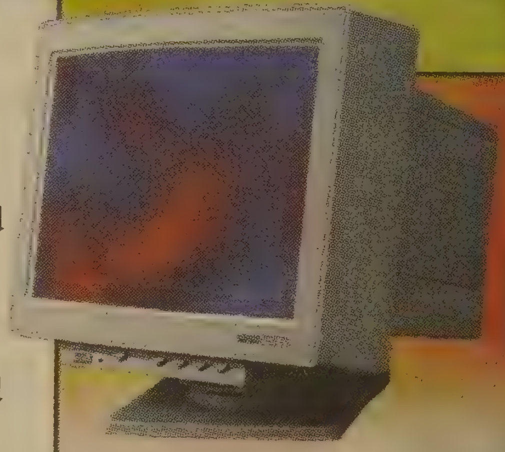

PC:

Specials of the Month

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20" Sony **tube gdm1934 (hp2094) .28dp with 2 meg 128bit card**	$425.00
20" **Sony** tube gdm1950 (IBM5081) .28dp with 2 meg 128bit card	$375.00
17" **Sony** tube cpd1790 .25dp with 2 meg 128bit card	$299.00
17" **Sony** tube Oem by neXT n4006 (Black case).25dp with 2 meg 128bit card	$299.00
NEW 21" **HP** Hitachi **tube monitor, (20.1" viewable) with 4 meg card**	$750.00

MAC:

Specials of the Month

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20" **Sony** tube gdm1950 run at 1024x768@ 75hz, .28dp	$395.00
20" **Sony** tube gdm1952 run at 832x624@ 75hz, .28dp	$375.00
17" **Sony** tube OEM by neXT n4006 (black case) .25dp run at 1024x768@ 75hz	$275.00
NEW 21" HP **Hitachi** tube monitor, run at 1024x768@80hz (20.1" viewable)	$695.00

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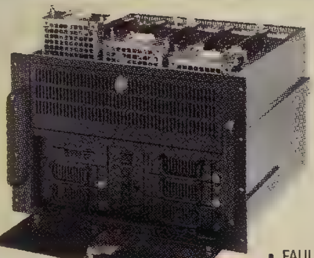

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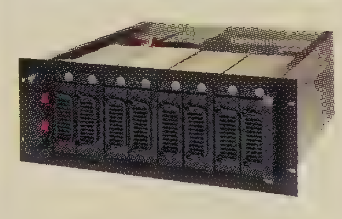

- Eight 5.25" Drive Bays
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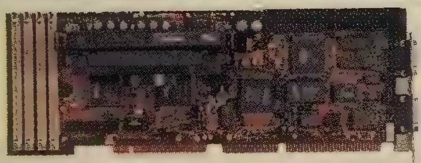
RAID

SBC - Pentium® II



NEW

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5 WARRANTY

SBC - Pentium® MMX

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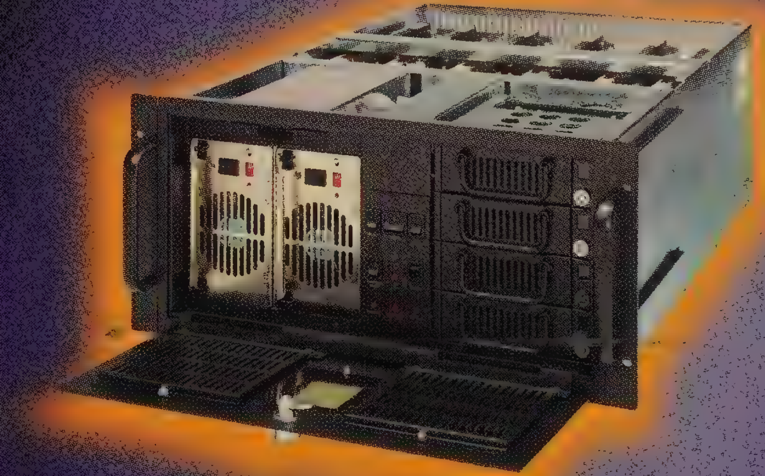

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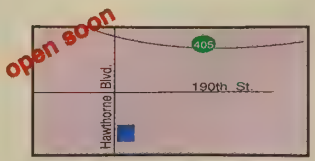

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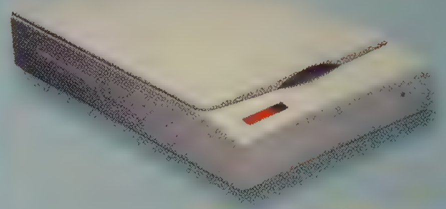

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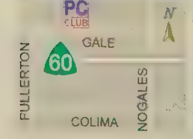
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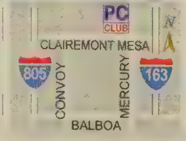
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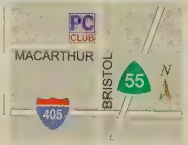
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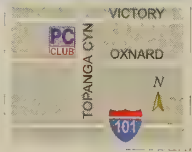
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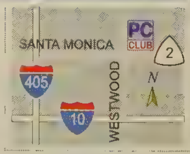
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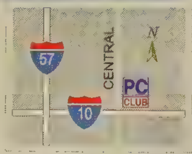
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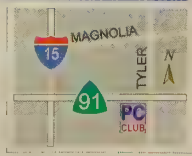
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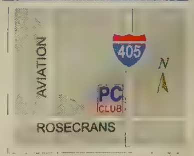
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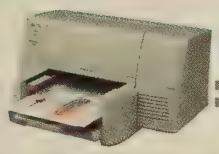

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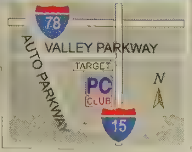
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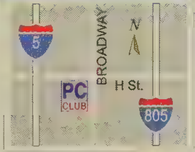
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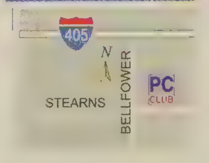
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780CDM	PII266MMX	64MB	5.1GB	13.3TFT	DVD	56K	$CALL
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750DVD	P233MMX	64MB	4.7G	13.3TFT	DVD	56K	$CALL
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730XCDT	P150MMX	16MB	2G	12.1TFT	10X	28.8	$1399
[illegible]	P133	16MB	1.2G	11.3TFT		28.8	$899*
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[illegible]	P166MMX	32MB	3.8G	12.1TFT	10X	33.6	$1999
[illegible]	P166MMX	32MB	3.8G	12.1TFT	10X	33.6	$1899
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315CDS	P166MMX	16MB	2.1G	10.4	16X	56K	$1399
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[illegible]	Pent. 200MMX	32MB	2.1G	12.1TFT	20X	56K.	$1699
[illegible]	Pent. 233MMX	32MB	3.2G	12.1HPR	20X	56K	$1799
[illegible]	Pent. 233MMX	32MB	3.2G	12.1TFT	20X		$1599
[illegible]	MGX. 180	32MB	3.2G	12.1TFT	20X	56K	$1299
[illegible]	Pent. 200MMX	32MB	2.1G	12.1DHPA	20X	33.6	$1399

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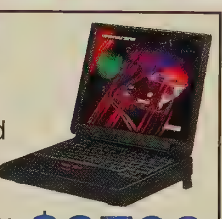

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Model	Processor	Ram	HD	Screen	Price
ThinkPad 380ED	Pent-™/166 MMX	16MB	2.1GB+8X-20X	12.1" FRSTN	$1523.
ThinkPad 380ED	Pent-™/166 MMX	16MB	3.0GB+8X-20X	12.1" Active	$2189.
ThinkPad 380ED	Pent-™/166 MMX	16MB	5.1GB+8X-20X	12.1" Active	$2380.
ThinkPad 380XD	Pent-™/233 MMX	32MB	3.2GB+10X-24X	12.1" HPA	$1999.
ThinkPad 380XD	Pent-™/233 MMX	32MB	4.0GB+10X-24X	12.1" Active	$2570.
ThinkPad 380XD	Pent-™/266 MMX	32MB	5.1GB+10X-24X	12.1" Active	$2952.
ThinkPad 380XD	P-II 233 MMX	32MB	4.0GB+10X-24X	12.1" HPA	$2665.
ThinkPad 380XD	P-II 266 MMX	32MB	5.1GB+10X-24X	12.1" Active	$3714.
ThinkPad 560E	Pent-™/166 MMX	16MB	2.1GB	12.1" Active	$1910.
ThinkPad 560X	Pent-™/200 MMX	32MB	2.1GB	12.1" HPA	$2210.
ThinkPad 560X	Pent-™/233 MMX	32MB	4.0GB	12.1" Active	$2963.
ThinkPad 600	Pent-™/233 MMX	32MB	3.2GB+24X~10X	13.3" HPA	$2867.
ThinkPad 600	Pent-™/233 MMX	32MB	3.2GB	12.1" TFT	$2675.
ThinkPad 600	P-II 233 MMX	32MB	3.2GB+24X~10X	13.3" TFT	$3822.
ThinkPad 600	P-II 266 MMX	32MB	4.0GB+24X~10X	13.3" TFT	$4396.
ThinkPad 770	Pent-™/233 MMX	32MB	4.0GB	13.3" Active	$3393.
ThinkPad 770	Pent-™/233 MMX	32MB	4.0GB	13.3" Active	$3446.
ThinkPad 770	Pent-™/200 MMX	32MB	3.2GB	13.3" Active	$2867.
ThinkPad 770	Pent-™/233 MMX	32MB	4.0GB	13.3" Active	$3383.
ThinkPad 770	Pent-™/233 MMX	32MB	5.1GB	14.1" Active	$4157.
ThinkPad 770	P-II 266 MMX	32MB	5.1GB	14.1" Active	$4301.
ThinkPad 770	P-II 266 MMX	32MB	5.1GB	14.1" Active	$4396.
ThinkPad 770	P-II 266 MMX	64MB	8.1GB	14.1" Active	$5543.

- **ThinkPad 600:** *Pent.-II-266MHz, 4GB HDD* - **IN-STOCK**
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50CT	Pentium™75	16MB	772MB	6.1 AMC	$678.
70CT	Pentium™ 120MMX	16MB	1.58GB	6.1 AMC	$1624.
100CT	Pentium™ 166MMX	32MB	2.02GB	7.1 AMC	$2399.
100CT-NT	Pentium™ 166MMX	32MB	2.02GB	7.1 AMC	$2590.
220CDS	Pentium™133	16MB	1.34GB+10X	12.1 Dual	$1310.
430CDT	Pentium™120	16MB	1.2GB+10X	Scan	$1624.
440CDX	Pentium™ 133MMX	16MB	1.34GB+10X	11.3 AMC	$1290.
440CDT	Pentium™ 133MMX	16MB	1.34GB+10X	12.1 Fast	$1624.
460CDX	Pentium™ 166MMX	32MB	2.02GB+10X	Scan	$1534.
470CDT	Pentium™ 200MMX	32MB	2.02GB+10X	12.1 AMC	$2398.
480CDT	Pentium™ 233MMX	32MB	3.82GB+10X	12.1 Fast	$2590.
490CDT	Pent-II 233MMX	32MB	3.82GB+20X	Scan	$3395.
490XCDT	Pent-II 266MMX	32MB	3.82GB+20X	12.1 AMC	$3826.
490CDT-NT	Pent-II 233MMX	32MB	3.82GB+20X	12.1 AMC	$3587.
490XCDT-NT	Pent-II 266MMX	32MB	3.82GB+20X	12.1 AMC	$4017.
300CT	Pentium™ 133MMX	32MB	1.51GB	13.3 AMC	$1456.
300CT	Pentium™ 133MMX		3.87GB	12.1 AMC	$1650.
320CT	Pentium™ 266MMX	32MB	3.87GB	13.3 AMC	$3167.
510CDT	Pentium™ 133MMX	16MB	2.02GB+10X	10.4 AMC	$1399.
520CDT	Pentium™ 166MMX	32MB	2.02GB+10X	10.4 AMC	$2206.
520CDT	Pentium™ 166MMX	32MB	3.87GB+10X	10.4 AMC	$2398.
530CDT	Pentium™ 166MMX	32MB	2.02GB+10X	12.1 AMC	$2868.
530CDT	Pentium™ 166MMX	32MB	3.87GB+10X	12.1 AMC	$3078.
550CDT	Pentium™ 266MMX	32MB	3.82GB+20X	12.1 AMC	$3824.
730XCDT	Pentium™ 150MMX	16MB	2.1GB+6X	12.1 AMC	$1451.
740CDT	Pentium™ 166MMX	16MB	3.0GB+10X	12.1 AMC	$2628.
750CDM	Pentium™ 233MMX	32MB	4.77GB+20X	12.1 AMC	$4781.
750CDM-NT	Pentium™ 233MMX	32MB	4.77GB+20X	12.1 AMC	$4972
750DVD	Pentium™ 233MMX	64MB	4.77GB+DVD	13.3 AMC	$5162.
780CDM	Pent-II 266MMX	64MB	5.1GB+20X	13.3 AMC	$4878.
780DVD	Pent-II 266MMX	64MB	5.1GB+DVD	13.3 AMC	$5262.
780CDM-8.1	Pent-II 266MMX	64MB	8.1GB+20X	13.3 AMC	$5262.
780DVD-8.1	Pent-II 266MMX	64MB	8.1GB+DVD	13.3 AMC	$5644.
780CDM-NT	Pent-II 266MMX	64MB	5.1GB+20X	13.3 AMC	$5069.

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VE4	MMX/200	32MB	2.1GB+24X	W95	$1144.
VE4	MMX/200	32MB	3.2GB	W95	$1028.
VE4	MMX/233	16MB	2.1GB	W95	$1028.
VE4	MMX/233	16MB	2.1GB	W95	$1095.
VE4	MMX/233	32MB	2.1GB+24X	W95	$1254.
VE4	MMX/233	32MB	3.2GB	W-95	$1136.
VE4	MMX/233	32MB	3.2GB	W-NT 4.0	$1203.
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DP-2000	Pent-166MMX	16MB	2.1GB	W-95	$788.
DP-2000	Pent-166MMX	16MB	3.2GB	W-95	$798.
DP-2000	Pent-200MMX	16MB	2.1GB	W-95	$855.
DP-2000	Pent-200MMX	32MB	3.2GB	W-95	$942.
DP-2000	Pent-233MMX	32MB	3.2GB	W-95	$1128.
DP-2000	Pent-233MMX	16MB	2.1GB	W-95	$906.

COMPAQ Laptops!

Model	Processor	Ram	HD	Screen	Price
7350MT	P/166MMX	32/128MB	2.1GB	12.1" Active Clr	$2738.
7360DMT	P/200MMX	32/128MB	3.0GB+20X	12.1" Active Clr	$3198.
7370DMT	P/233MMX	32/128MB	4.0GB+20X	12.1" Active Clr	$3998.
7380DMT	P/266MMX	32/128MB	4.0GB+20X	12.1" Active Clr	$4288.
7380NT	P/266MMX	32/128MB	4.0GB+20X	12.1" Active Clr	$4378.
7730MT	P/166MMX	32/144MB	2.1GB	12.1" Active Clr	$3198.

Toshiba 730XCDT $1498.00
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Toshiba 520CDT $1398.00
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- Opt. MPEG II Card

MODEL	PROCESSOR	RAM	HDD	SCREEN	PRICE
6680	233 Pentium II	32MB	3.0GB	12.1" Active	$2145
6680	266 Pentium II	64MB	3.0GB	12.1" Active	$2475
6600	233MMX	32MB	3.0GB	13.3" Active	$1995
6620	266MMX	32MB	3.0GB	13.3" Active	$2295
6680	266 Pentium II	64MB	4.0GB	13.3" Active	$2775
6600	233MMX	32MB	3.0GB	14.1" Active	$2145
6680	233 Pentium II	64MB	3.0GB	14.1" Active	$2575
6680	266 Pentium II	64MB	4.0GB	14.1" Active	$2895

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- Built-in 3.5" 1.44MB FDD
- 16-bit Stereo Sound with 2 Stereo Speakers and 1 Microphone
- Built-in Touchpad Pointing Device
- 1 type III & 2 Type II PCMCIA Slots which Supports zoom Video
- 43 Watt NIMH Battery Pack
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8400	100MHz	16MB	1.4GB	12.1" Active	$1245
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8400	200MMX	32MB	2.1GB	12.1" Active	$1375
8680	233MMX	32MB	2.1GB	12.1" Active	$1545
8680	233MMX	32MB	3.0GB	12.1" Active	$1595
8680	100MHz	16MB	1.4GB	12.1" Dual Scan	$1195
8680	200MMX	16MB	1.4GB	12.1" Dual Scan	$1295
8680	233MMX	32MB	2.1GB	12.1" Dual Scan	$1395

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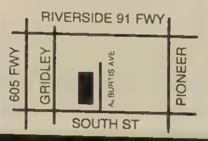
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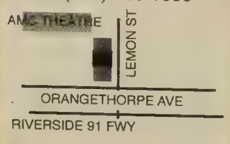
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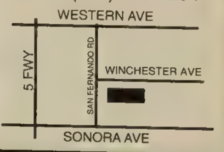
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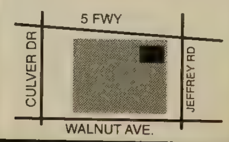
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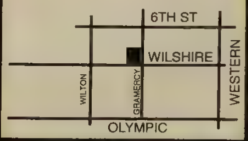
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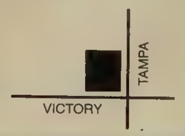
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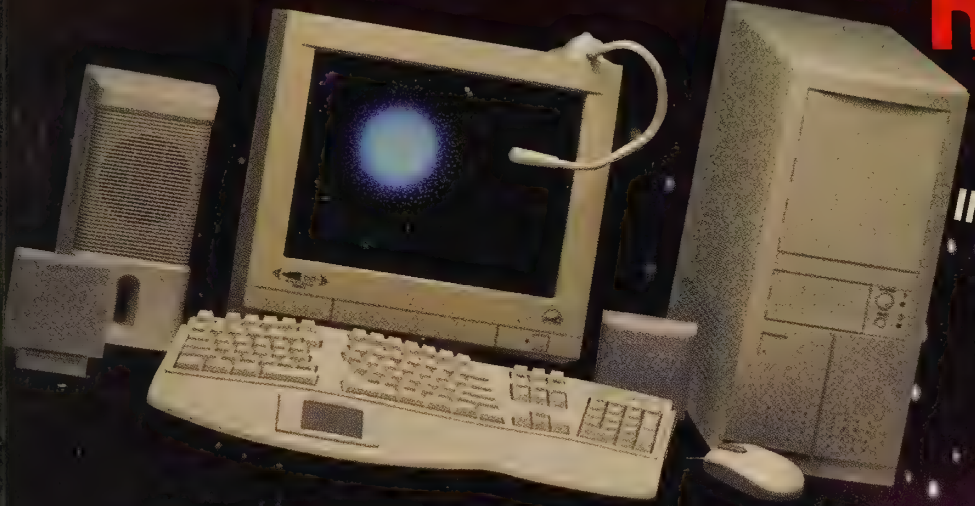

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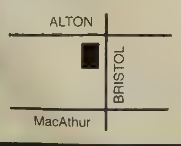
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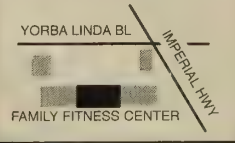
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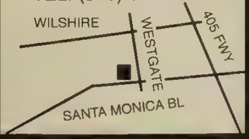
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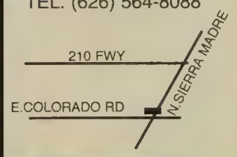
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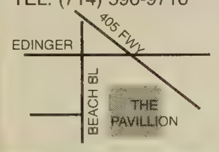
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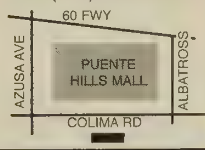
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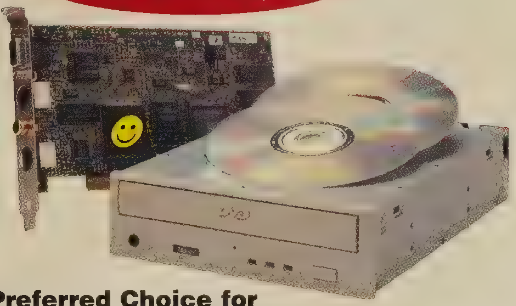

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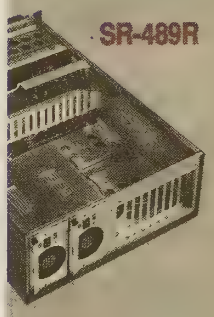

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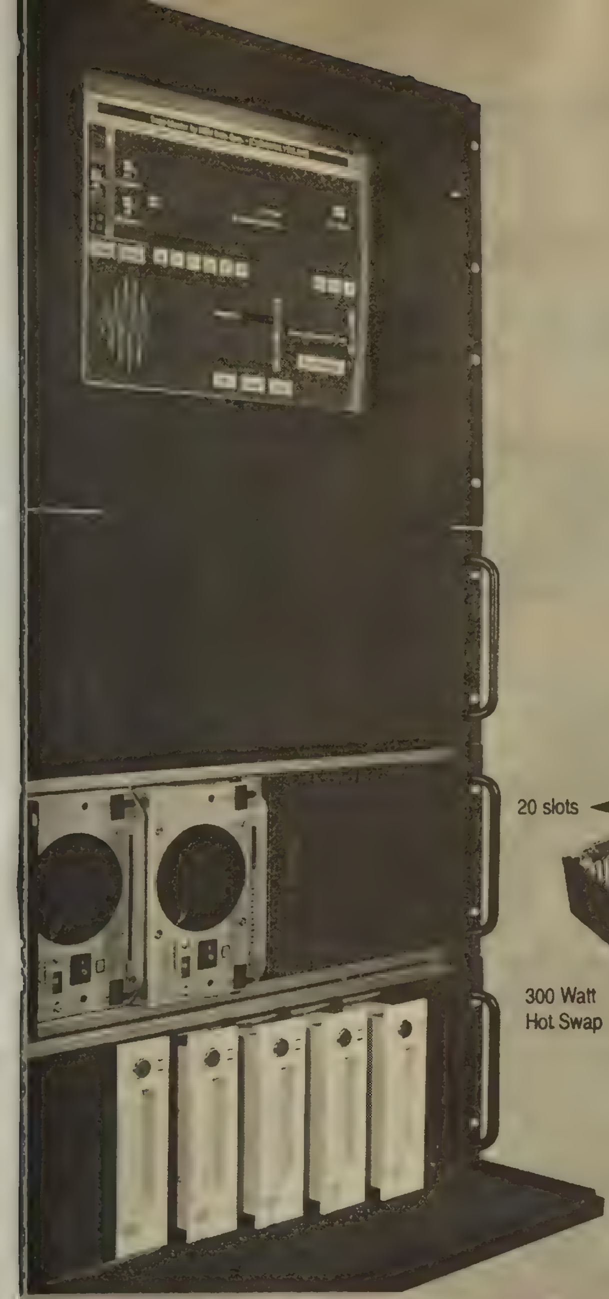

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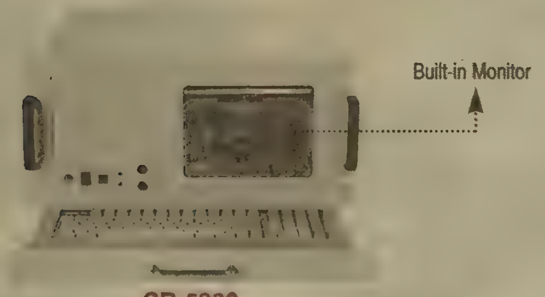

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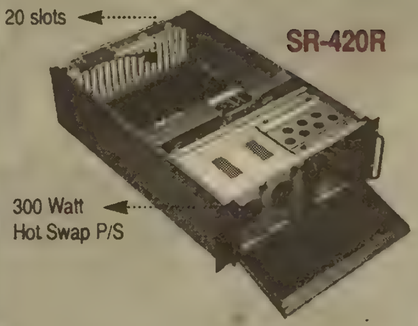

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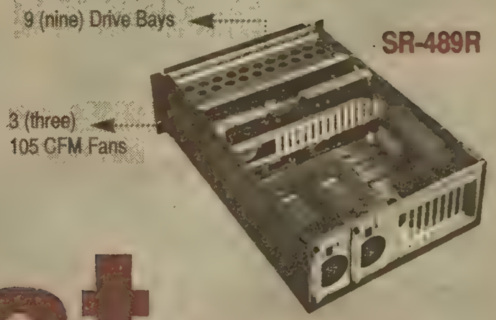

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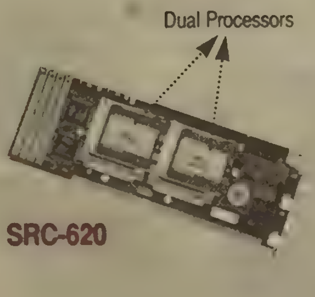

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Just When You Thought It Was Safe

Another Mess Three Months After The Y2K Crisis Hits

By Paul Hoffman

Software that calculated ten-year loans started coming up with crazy results about eight years ago. That software has long since been fixed. However, lots of software won't fail until the current date is in the next century.

By now, you have probably heard about the impending problem due to occur on or around January 1, 2000. Software that assumes that all dates are in the 20th century will fail, possibly disastrously, when the current date moves into the 21st century. The popular press is starting to cover this more and more, which is good, because many companies are still ignoring the problem.

In fact, the problem has already been manifesting itself for many years, but not to the extent that is expected a year-and-a-half from now. For example, software that calculated ten-year loans started coming up with crazy results about eight years ago. That software has long since been fixed. However, lots of software won't fail until the current date is in the next century.

Although less likely to cause catastrophe than the Year 2000 problem, which has been dubbed "Y2K" because everything needs a cute acronym, two more date-related bugs in some computer software have surfaced. Both have been known for many years, but were only talked about rarely. The first will hit on February 29, 2000, only a few months after the Y2K tsunami hits; the next won't be seen until 2038, and should be fixed well before then.

All three date-related problems stem from human error. It is somewhat amusing to read articles calling these "computer problems," when in fact they are all due to bad planning or lack of care on the part of the programmers who wrote the software with the problems. Computer hardware does not cause these date-related problems: It's the software that is written to run on the computers that does.

Because many programmers have avoided all three problems just fine, it is reasonable to say that only some programmers are responsible for the programs that will fail due to the date-related problems. Of course, it is also the responsibility of the people who bought the programs to check whether or not the programs worked. Given how much publicity that the Y2K problem has gotten, anyone who says, "Gee, I didn't know about that," is going to have a hard time convincing the rest of us of their ignorance.

2000 Is A Leap Year

The first of these problems, which I have named "Y2K2" since it happens in the second month of 2000, stems from the fact that many programmers didn't get the leap year rules exactly right when they wrote their programs. The basic issues is that 2000 is a leap year (that is, February 29 exists during 2000). The fact that this is an issue may come as a surprise to some people because they thought that every year divisible by 4 has a leap year, but that's not the case.

The rule for whether or not a year has a leap year is "every year divisible by 4, except for years divisible by 100; however, years divisible by 400 have a leap year." The first part is easy, and it's what we're all used to. The second and third parts are where some programmers get into trouble. 1800 and 1900 were not leap years; 2000 will be. If a programmer knew the first two rules but not the third, the resulting program will say that 2000 is not a leap year, when in fact it is.

I can hear some of you asking, "Why on earth are the rules so arcane?" There's actually a very good reason: Without them, the seasons would start earlier and earlier (or later and later), and the stars would move relative to where they are expected to be.

A solar year, the amount of time it takes for earth to get to the same point in its rotation around the sun, is 365.24219 days. If we had no leap years at all, we would lose about 1/4 day per year in our position around the sun; in 120 years, the position of the stars on May 1 would be where they were on April 1 today, and the average weather would have changed at the same rate. With a simple rule of "a leap year every 4 years," the change is less noticeable to

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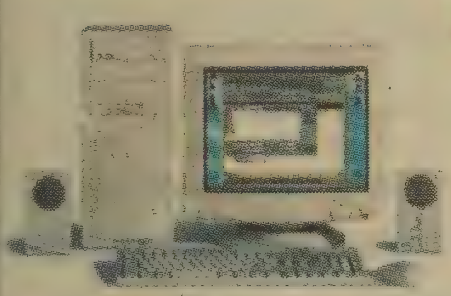

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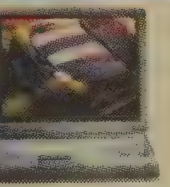

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regular people (11.2 minutes a year, or about 125 years to lose a day), but still quite noticeable to astronomers, satellite controllers, and so on.

Where Y2K2 Will Hit

People testing for the Y2K2 bug have found it in a number of places. Some BIOS software on some motherboards has been found to think the day after February 28, 2000, is March 1, 2000. Some operating systems have the same problem. Even in operating systems that understand that 2000 is a leap year, some important utilities within the operating system have the bug. It is very clear from reports of people testing for the Y2K2 bug that it is not nearly as widespread as the Y2K bug, and it is also much easier to find and fix.

> ***It is somewhat amusing to read articles calling these "computer problems," when in fact they are all due to bad planning or lack of care on the part of the programmers who wrote the software with the problems.***

However, people should not assume that the Y2K2 bug is harmless. A payroll program that issues checks on the day after February 28, 2000, will have written the checks a day too early. Worse yet, if it was calculating the numbers of days worked in February, it will have short-changed everyone by a day. This might be fixable later in the year by pretending that a later month had an extra day, but the problems associated with a post-hoc fix will be huge.

A worse scenario, and one that is becoming much more common, is a server that is up and running 24 hours a day, such as most Web servers, accounting mainframes, and so on. These servers cannot easily have their dates changed on them, since many of the programs they run depend on knowing the current date. They usually create new reports every day, and skipping a day or repeating a day can cause failures in later reports.

Fortunately, fixing the Y2K2 problem for most systems is relatively easy if it is done before February 29, 2000. Few of the systems with the Y2K2 bug need to know in advance that February 29, 2000, exists (although some definitely do). As long as the logic that says "2000 is not a leap year" is found before then, all the problems relating to knowing what today's date is will be avoided.

The systems where fixing this bug is harder are the ones which need to calculate the number of days between today and a date in the future. Fixing those programs is difficult because if you change the answer by a day, something else probably needs to change to compensate for the "extra" day gained.

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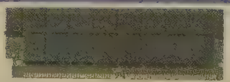

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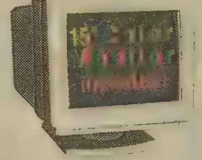

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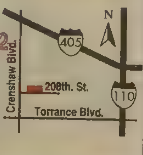

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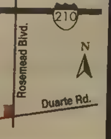

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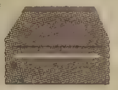

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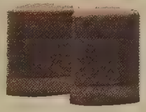

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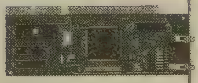

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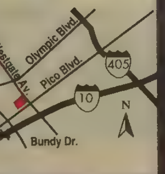

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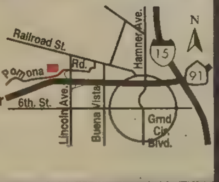

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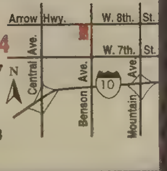

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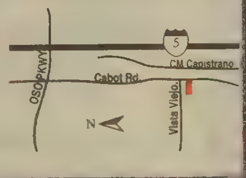

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- Microsoft Windows 95 - 98 Voucher
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Pentium II 400 MMX........	**$2050**

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- Mid Tower Case
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- NEC 1.44" 3.5" Diskette Drive
- IBM 6.4GB 9.5ms Ultra DMA Drive
- Toshiba 32X CD-ROM Drive
- Creative Lab AWE64 PCI Sound Card
- Yamaha M15 Speaker System
- Matrox G200 AGP 8MB SGRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 4 x PCI Bus, 3 x ISA Bus, 1 x AGP Slots
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- Microsoft PS/2 IntelliMouse
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Pentium II 350 MMX........	**$2149**
Pentium II 400 MMX........	**$2356**

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- Toshiba 32X CD-ROM Drive
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- Altec Lansing ACS45 Speaker System
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- Microsoft Windows 95
- Microsoft PS/2 IntelliMouse
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- Seagate Cheetah 4.5GB 5.2ms Ultra2 Wide SCSI-2
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- Creative Lab AWE64 PCI Sound Card
- Yamaha M7 Speaker System
- Matrox G100 AGP 8MB SGRAM Video Card
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Pentium II 333 MMX........	**$2907**
Pentium II 350 MMX........	**$3022**
Pentium II 400 MMX........	**$3252**

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- Seagate Cheetah 9.1GB 5.2ms Ultra2 Wide SCSI-2
- Toshiba 32X CD-ROM Drive
- Creative Lab AWE64 PCI Sound Card
- Yamaha M15 Speakers
- Matrox G200 AGP 8MB SGRAM Video Card
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- 4 x PCI Bus, 2 x ISA Bus, 1 x AGP Slots
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Pentium II 350 MMX........	**$4270**
Pentium II 400 MMX........	**$4500**

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- Seagate Cheetah 18.2GB 5.7ms Ultra2 Wide SCSI-2
- Plextor 14/32X SCSI CD-ROM Drive
- Creative Lab AWE64 PCI Sound Card
- Yamaha M15 Speakers
- Matrox G200 AGP 8MB SGRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 4 x PCI Bus, 2 x ISA Bus, 1 x AGP Slots
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- Microsoft Windows NT V4.0 Workstation
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Pentium II 350 MMX........	**$2631**
Pentium II 400 MMX........	**$2861**

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- Adaptec 2940U2W Ultra2 Wide SCSI-2 Controller
- Seagate Cheetah 4.5GB 5.2ms Ultra2 Wide SCSI-2
- Toshiba 32X CD-ROM Drive
- Creative Lab AWE64 PCI Sound Card
- Yamaha M7 Speakers
- Matrox G100 AGP 8MB SGRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 4 x PCI Bus, 2 x ISA Bus, 1 x AGP Slots
- Microsoft 104-key Natural Keyboard
- Microsoft Windows NT V4.0 Workstation
- Microsoft PS/2 IntelliMouse
- One Year Full Parts & Labor Warranty

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Pentium II 300 MMX........	**$3269**
Pentium II 333 MMX........	**$3384**
Pentium II 350 MMX........	**$3499**
Pentium II 400 MMX........	**$3729**

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- 128MB 10ns PC100 SDRAM expandable to 1GB
- NEC 1.44" 3.5" Diskette Drive
- Adaptec 2940U2W Ultra2 Wide SCSI-2 Controller
- Seagate Cheetah 9.1GB 5.2ms Ultra2 Wide SCSI-2
- Toshiba 32X CD-ROM Drive
- Creative Lab AWE64 PCI Sound Card
- Yamaha M15 Speakers
- Matrox G200 AGP 8MB SGRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 4 x PCI Bus, 2 x ISA Bus, 1 x AGP Slots
- Microsoft 104-key Natural Keyboard
- Microsoft Windows NT V4.0 Workstation
- Microsoft PS/2 IntelliMouse
- One Year Full Parts & Labor Warranty

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Pentium II 300 MMX........	**$4586**
Pentium II 333 MMX........	**$4701**
Pentium II 350 MMX........	**$4816**
Pentium II 400 MMX........	**$5046**

- Dual Processor Support Single Processor Installed
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- NEC 1.44" 3.5" Diskette Drive
- Adaptec 2940U2W Ultra2 Wide SCSI-2 Controller
- Seagate Cheetah 18.2GB 5.7ms Ultra2 Wide SCSI-2
- Plextor 14/32X SCSI CD-ROM Drive
- Creative Lab AWE64 PCI Sound Card
- Yamaha M15 Speakers
- Matrox G200 AGP 8MB SGRAM Video Card
- 1 Parallel Port, 2 Serial Ports
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- 128MB 10ns PC100 SDRAM expandable to 1GB
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- Mylex 960 Ultra Wide 3 Channel RAID Controller
- 3 x Seagate Cheetah 4.5GB 5.2ms Ultra2 Wide SCSI-2
- Plextor 14/32X SCSI CD-ROM Drive
- Matrox G100 8MB SGRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 4 x PCI Bus, 2 x ISA Bus, 1 AGP Slots
- Microsoft 104-key Natural Keyboard
- Intel EtherExpress 10/100 Network Card
- Microsoft PS/2 IntelliMouse

VANTAGE POWER SERVER

Pentium II 333 MMX........	**$8168**
Pentium II 350 MMX........	**$8298**
Pentium II 400 MMX........	**$8558**

- Dual Processor Support Single Processor Installed
- Server Case, 2X 300W Hot Swap Power Supply
- 256MB 10ns PC100 SDRAM expandable to 1GB
- NEC 1.44" 3.5" Diskette Drive
- Mylex 960 Ultra Wide 3 Channel RAID Controller
- 3x Seagate Cheetah 9.1GB 5.2ms Ultra2 Wide SCSI-2
- Plextor 14/32X SCSI CD-ROM Drive
- Matrox G100 8MB SGRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 4 x PCI Bus, 2 x ISA Bus, 1 AGP Slots
- Microsoft 104-key Natural Keyboard
- Intel EtherExpress 10/100 Network Card
- Microsoft PS/2 IntelliMouse

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Pentium II 350 MMX........	**$13264**
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- 512MB 10ns PC100 SDRAM expandable to 1GB
- NEC 1.44" 3.5" Diskette Drive
- Mylex 960 Ultra Wide 3 Channel RAID Controller
- 3x Seagate Cheetah 18.2GB 5.7ms Ultra2 Wide SCSI-2
- Plextor 14/32X SCSI CD-ROM Drive
- Matrox G100 8MB SGRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 4 x PCI Bus, 2 x ISA Bus, 1 AGP Slots
- Microsoft 104-key Natural Keyboard
- Intel EtherExpress 10/100 Network Card
- Microsoft PS/2 IntelliMouse

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Viewsonic

G773	*17"*	*26*	*1280x1024*	**$425**
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PT813	*20"*	*25*	*1600x1200*	**$1269**
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6202	*32-Speed*	**$67**
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Altec Lansing

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Yamaha

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Intel

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C5468	*6X24GB SCSI DAT*	**CALL**
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AHA-3940UW	*32-bit PCI WideSCSI MultiChan*	**$386**
AAA-131	*32-bit PCI Ultra Wide Raid*	**$450**
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Emulex

LightPulse PCI	*32-bit PCI Fibre Channel Card*	**$2250**
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DACPUM-2-4	*32-bit PCI Ultra Wide SCSI Raid*	**$1285**
DACPUM-3-4	*32-bit PCI Ultra Wide SCSI Raid*	**$1485**

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US Robotics

Sportster 56	**$95**

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Asus

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P2B-DS	*Dual Pentium II BX Motherboard*	**CALL**

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AL440LX	*Pentium II LX Motherboard*	**$179**
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Super Micro

P6DLS	*Dual Pentium II LX Motherboard*	**$365**
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Intel Pentium II MMX CPU 400MHz	**$745**
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Intel Pentium II MMX CPU 333MHz - Retail/Box	***$485***
Intel Pentium II MMX CPU 350MHz - Retail/Box	***$585***
Intel Pentium II MMX CPU 400MHz - Retail/Box	***$788***

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SDRAM

32 MB	*4x64*	**$48**
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128 MB	*16x64* 66/100MHz	**$195/$265**

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38 years after Y2K and Y2K2. Most UNIX systems keep time based on the number of seconds since the beginning of January 1, 1970 (which some people refer to as the Epoch). The item that carries that number is usually 31-bits long. This means that dates starting on January 19, 2038, cannot be represented. Like in the Y2K problem, programmers are saying "that seemed long enough at the time", but even today, people are finding problems with using time functions on UNIX for referring to times 40 years in the future.

The Y2038 problem will most likely be completely fixed within five years from now, except for systems that cannot be upgraded. Many UNIX people assume that they will simply change from 31-bits to 63 or 64-bits for storing dates and be done with it. As with the Y2K2 problem, the change will be easy to understand, but it will not be trivial. All programs that use UNIX system dates and assume that those dates are 31-bits long will have to be changed at the same time as the new longer dates are used.

The most likely scenario for fixing the problem is that UNIX systems will keep two dates: 31-bit dates and 64-bit dates. Programmers can keep using 31-bit dates at their own risk, but it will be only a small change to their software to switch to 64-bit dates. As long as all the operating system utilities get updated at the same time, the newer systems should work just fine. Other people have suggested different fixes for the Y2038 bug, such as going from 31-bits to 32-bits.

> ***I'll be very happy to look back on January 15, 2000, and say, "Boy, I'm glad I overestimated the Y2K problem," but I agree with the many people who think that the Y2K problem is going to cause thousands of deaths for a variety of reasons.***

Y2K Is Still The Monster To Deal With

Both the Y2K2 and Y2038 problems are tiny compared to the Y2K problem. Many fewer systems have either of these "later" date problems, and those that do are not nearly as important as the financial and transportation systems that are known to be riddled with Y2K bugs. If there was no Y2K problem, these other two problems would be worth focusing on in the short run; compared to the Y2K problem, they are mere irritants.

Yes, I'm saying that the Y2K problem is massive, and possibly so serious that it will be a crisis on the level of a war or a famine. I'll be very happy to look back on January 15, 2000, and say, "Boy, I'm glad I overestimated the Y2K problem," but I agree with the many people who think that the Y2K problem is going to cause thousands of deaths for a variety of reasons.

On the other hand, most of us are quite good at ignoring world problems that cause thousands of deaths. ◆

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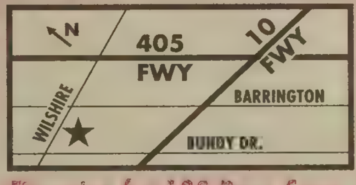

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EXCH	COMPANY	TICKER SYMBOL	CLOSING PRICE 03/31/98	CLOSING PRICE 04/30/98	NET CHANGE IN PERIOD	PERCENT CHANGE IN PERIOD	P/E RATIO	ANNUAL DIVIDEND RATE	ANNUAL DIVIDEND YIELD	ANNUAL HIGH	ANNUAL LOW
	SOFTWARE										
NAS	Adobe	ADBE	45.19	50.06	4.88	10.79	22	0.20	0.40	53.13	33.50
NAS	Autodesk	ADSK	43.13	47.00	3.88	8.99	152	0.20	0.43	51.13	30.50
NAS	Borland	BORL	8.97	10.00	1.03	11.50	-	0.00	0.00	12.19	5.88
NAS	Broderbund (L)	BROD	18.25	17.88	-0.38	-2.05	-	0.00	0.00	37.75	17.50
NAS	Informix	IFMX	8.50	9.88	1.38	16.18	-	0.00	0.00	12.44	4.00
NAS	Macromedia (H)	MACR	14.88	14.94	0.06	0.42	-	0.00	0.00	16.75	6.63
NAS	Microsoft (H)	MSFT	89.50	90.13	0.63	0.70	58	0.00	0.00	99.13	57.44
NAS	Novell	NOVL	10.72	10.00	-0.72	-6.71	-	0.00	0.00	11.13	6.28
NAS	Oracle	ORCL	31.56	25.88	-5.69	-18.02	34	0.00	0.00	42.13	17.75
NAS	Symantec (H)	SYMC	26.94	29.00	2.06	7.66	25	0.00	0.00	31.88	13.63
	HARDWARE										
NAS	Apple (H)	AAPL	27.50	27.38	-0.13	-0.45	-	0.00	0.00	29.63	12.75
NYS	Compaq	CPQ	25.88	28.06	2.19	8.45	30	0.10	0.36	39.75	16.13
NYS	Digital Equipment	DEC	52.25	55.75	3.50	6.70	17	0.00	0.00	62.63	28.38
NAS	Dell (H)	DELL	67.75	80.75	13.00	19.19	63	0.00	0.00	80.75	20.00
NYS	Gateway 2000 (H)	GTW	46.75	58.81	12.06	25.80	78	0.00	0.00	58.88	19.38
NYS	Hewlett-Packard (H)	HWP	63.38	75.38	12.00	18.93	26	0.60	0.80	75.44	50.13
NYS	IBM (H)	IBM	103.88	115.88	12.00	11.55	20	0.80	0.69	120.00	76.00
NYS	Silicon Graphics	SGI	13.94	13.06	-0.88	-6.28	-	0.00	0.00	30.31	10.94
NAS	Sun Microsystems	SUNW	41.72	41.19	-0.53	-1.27	22	0.00	0.00	53.31	27.63
NYS	Tandy (H)	TAN	47.00	49.75	2.75	5.85	28	0.40	0.80	53.25	25.56
NYS	Xerox (H)	XRX	106.44	113.50	7.06	6.64	31	1.40	1.23	114.38	59.00
	CPUs										
NYS	Advanced Micro Devices	AMD	29.06	27.75	-1.31	-4.52	-	0.00	0.00	45.75	17.13
NYS	Cypress Semiconductor	CY	10.13	10.00	-0.13	-1.23	-	0.00	0.00	18.94	7.38
NAS	Intel	INTC	78.06	80.81	2.75	3.52	23	0.10	0.12	102.00	67.38
NYS	LSI Logic	LSI	25.25	27.13	1.88	7.43	26	0.00	0.00	46.88	18.63
NYS	Motorola	MOT	60.75	55.75	-5.00	-8.23	33	0.50	0.90	90.50	52.00
	COMMUNICATIONS										
NAS	3Com	COMS	35.94	34.25	-1.69	-4.70	55	0.00	0.00	59.69	28.25
NYS	AT&T	T	65.75	60.13	-5.63	-8.56	20	1.30	2.16	68.50	31.88
NYS	BellSouth Corp. (H)	BLS	67.56	64.19	-3.38	-5.00	18	1.40	2.18	68.69	42.38
NAS	Cisco (H)	CSCO	68.38	73.25	4.88	7.13	58	0.00	0.00	74.00	31.69
NAS	MCI (H)	MCIC	49.50	50.31	0.81	1.64	-	0.10	0.20	53.00	27.31
NYS	Northern Telecom (H)	NT	64.63	60.88	-3.75	-5.80	49	0.30	0.49	67.00	35.25
	INTERNET										
NAS	EarthLink (H)	ELNK	56.44	70.94	14.50	25.69	-	0.00	0.00	77.00	8.63
NAS	Netscape	NSCP	18.19	27.31	9.13	50.17	-	0.00	0.00	49.50	14.88
NAS	Yahoo (H)	YHOO	92.44	118.94	26.50	28.67	-	0.00	0.00	129.63	19.94
	MEDIA										
NYS	Disney (H)	DIS	106.75	124.56	17.81	16.69	43	0.60	0.48	127.63	73.81
NAS	TCI (H)	TCOMA	31.09	32.25	1.16	3.72	-	0.00	0.00	33.63	12.50

KEY: NYS=NEW YORK ASE=AMERICAN NAS=NASDAQ
(H)=NEW HIGH REACHED IN PERIOD (L)=NEW LOW REACHED IN PERIOD

MARKET DIARY:

ADVANCES	24
DECLINES	13
UNCHANGED	0
NEW HIGHS	18
NEW LOWS	1

MOST ACTIVE ISSUES:

LARGEST DOLLAR GAINER	Yahoo	$ 26.50
LARGEST DOLLAR LOSER	Oracle	$ -5.69
LARGEST PERCENTAGE GAINER	Netscape	50.17 %
LARGEST PERCENTAGE LOSER	Oracle	-18.02 %

	CLOSE 03/31/98	CLOSE 04/30/98	NET CHANGE IN PERIOD	PERCENT CHANGE IN PERIOD
MICROTIMES STOCK INDEX	12466.06	12934.83	468.77	3.76
DOW JONES INDUSTRIAL AVERAGE	8799.81	9063.37	263.56	3.00
STANDARD & POOR'S 500 INDEX	1101.76	1111.77	10.01	0.91
N.Y.S.E. COMPOSITE	572.78	577.37	4.59	0.80
NASDAQ COMPOSITE	1835.66	1868.41	32.75	1.78

CLOSING QUOTES FOR GRAPH:

DATE	MICRO TIMES	DOW JONES
09/25/97	11081.52	7848.01
10/16/97	10985.85	7938.88
12/10/97	10922.72	7978.79
01/14/98	10813.50	7784.69
02/05/98	11808.05	8117.25
03/05/98	11573.81	8445.08
03/31/98	12466.06	8799.81
04/30/98	12934.83	9063.37

Source: Nordby International Inc. (*www.nordby.com*), Boulder, CO.
This information is based on sources believed to be reliable, and while extensive efforts are made to assure its accuracy, no guarantees can be made. Nordby International assumes no liability for any inaccuracies. For information on Nordby's customized financial research services, call (303)938-1877.

The national indices continued to move into uncharted territory during the month ended April 30, as investors remained bullish about the economy. When the buy orders were swept from the floor here is where the national indices stood: The Dow pushed 263.56 points higher, or 3.00%, to a close of 9063.37. The S&P 500 also advanced higher but it lagged behind the Dow's performance, as it gained 10.00 points, or 0.91%, to close at 1111.75.

The Microtimes Stock Index continued to push higher last month, extending on recent gains. Our index jumped 3.76%, or 468.77 points, to close the monthly trading period at 12934.83. In our index, advancers outpaced decliners by a 24–to–13 count, and eighteen companies reached annual highs versus one that fell to a 52-week low.

Turning To Stocks In The Accompanying Table

Shares of Yahoo! surged higher after the company reported profitable first quarter results. Yahoo! watched its stock skyrocket $26.50 per share, or 28.67%, to close the monthly trading session at a price of $118.94. Yahoo! reported revenues totaling $30 million for the first quarter ended March 31, 1998, a 20% increase over revenues of $25 million reported in the fourth quarter ended Dec. 31, 1997 and a 200% increase over the comparable period in the previous year. Net income for the first quarter was $4.2 million or $0.08 per share diluted, compared to a pro forma net income of $2.5 million or $0.05 per share diluted in the fourth quarter ended December 31, 1997. "We continued to experience strong growth in both user traffic and the number of Yahoo! registered members during the quarter," said Tim Koogle, president and chief executive officer of Yahoo!.

Netscape Communications announced that it is rallying Internet content developers to embrace several open standards-based technologies, including JavaScript, XML eXtensible Mark-up Language (XML), and Resource Description Framework (RDF). The announcement helped the company's stock increase 50.17% to a closing price of $27.31, during the period. Since its introduction by Netscape in 1995, more than 175 companies have licensed JavaScript for inclusion in their Internet software tools, helping popularize the scripting language as one of the de facto standards for Internet content developers.

Shares of Oracle headed south after the company told analysts not to expect growth rates to match those of last year. During the monthly trading period, shares of Oracle fell 18.02%, or $5.69 per share, to a closing price of $25.88. The company stated that it is working to increase sales of its applications software where it lags the growth rivals SAP AG, Baan Co., and PeopleSoft. ◆

—Ryan Reichenback

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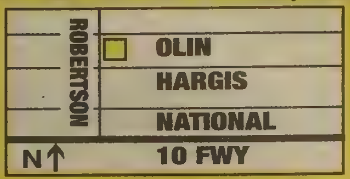

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AHA-8945-Kit 1394 /UW SCSI PCI For Win95 NT Mac	689
AAA-131-Kit PCI UW SCSI RAID 0,1,5 For NT	479
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Etherlink IIID PCMCIA 10 TP	128
PCMCIA 10TP&Coax	168
PCMCIA 10TP + 33.6 Modem	258
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3COM PCMCIA 10/100 TP (16 Bit)	148
3COM PCMCIA 10/100 TP (CardBus-32 Bit)	148
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PCMCIA 10/100TP 32 Bit	[illegible]
PCMCIA 10/100TP + 56K	328

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PCMCIA 33.6K Fax Modem	158
PCMCIA 56K Fax Modem	168
PCMCIA 56K Fax Modem(Cellular)	218

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PCMCIA 10 TP & Coax + 33.6 K	258

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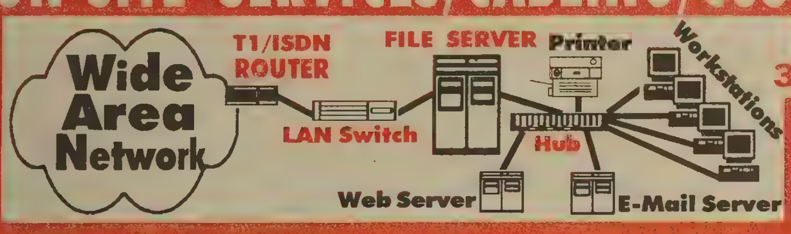

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Four Rules For Net Success

And Not A Lot Of Hot Air

By David Kline

The Internet is not just a new sales channel, it's also a school for learning how to conduct business in the 21st century and a laboratory for creating new and more powerful customer relationships.

For years, wild-eyed cyberpundits have been making fantastic claims of mass market-size retail sales on the Web. And for years, I've gotten my kicks by reminding these hyperventilating utopians that the total dollar volume of consumer purchases online was only a fraction of today's market in blow dryers!

But I'm going to stop tormenting these Internet hypemeisters—at least where e-commerce is concerned. Online commerce appears to have finally surpassed the blow dryer business (and I don't just mean in the generation of hot air), soaring to perhaps upwards of $2 billion in consumer sales for the past year. So now that Net commerce is developing real economic potential, it's time to sum up what we have learned so far about the keys to online business success.

Profit vs. Loss

There's no doubt about what sells best on the Web: Information-rich products and services that save people time, money or inconvenience. But what if profit is slow in coming?

This question must be viewed in more than simply dollars and cents terms. As Internet pundit Esther Dyson put it, "It may not always be profitable at first for businesses to be online, but it is certainly going to be unprofitable not to be online." That's because the Internet is not just a new sales channel, it's also a school for learning how to conduct business in the 21st century and a laboratory for creating new and more powerful customer relationships. And unless established companies learn how to work in this new medium, they could find themselves left out in the cold in the business landscape of tomorrow.

Big vs. Smart

Any entrepreneur who thinks the Web automatically eliminates the advantages of size, brand clout, or financial and marketing muscle held by larger companies is a fool. Which would you rather be: Netscape or Microsoft? E-Trade or Schwab Online?

Nonetheless, there are opportunities for Internet pioneers to defend their turf against the entry of larger competitors in their field. Amazon.com, for example, is doing an excellent job beating back the recent challenge from the Barnes & Noble colossus. That's because Amazon has built a respected brand, developed a reputation for superior customer service, and forged alliances with hundreds of other content providers through an "Affiliate Program" that pays these sites a share of revenues from any Amazon books sold on their sites.

So while economies of scale still count, the beautiful thing about the Net is that it allows smart companies to "rent" their own economies of scale through the effective use of marketing and distribution partnerships.

Superiority vs. Ubiquity

Related to "Big vs. Smart" is this undeniable fact: A superior product and $1 will barely get you on the bus unless you have the distribution and marketing clout to stand out from the bewildering clutter of the Web marketplace today.

Take two competing e-commerce companies: One has superior transaction-processing software; the other has only an adequate product, but enjoys partnerships with major ISPs, Web-design firms, banks, and directory services such as Yahoo that provide access to their millions of customers. Which company would you bet on? Exactly.

In a "horizontal" medium like the Web, success chiefly depends upon leveraging other people's brand clout, marketing muscle, and distribution reach to attract and retain customers.

People vs. Systems

Branding online is far more challenging than in the offline world. That's because a good brand image depends not just upon your public relations staff, but also upon the experience of thousands or even millions of people when they encounter you on the Net. And if you don't deliver quality products and services as promised—or are not otherwise responsive to your customers—you're asking for trouble, because mistakes are very visible on the Web.

So are you wondering whether you should add fancy "agent" technology to your Web site, or hire more people to personally answer customer email?

Hire the people. ◆

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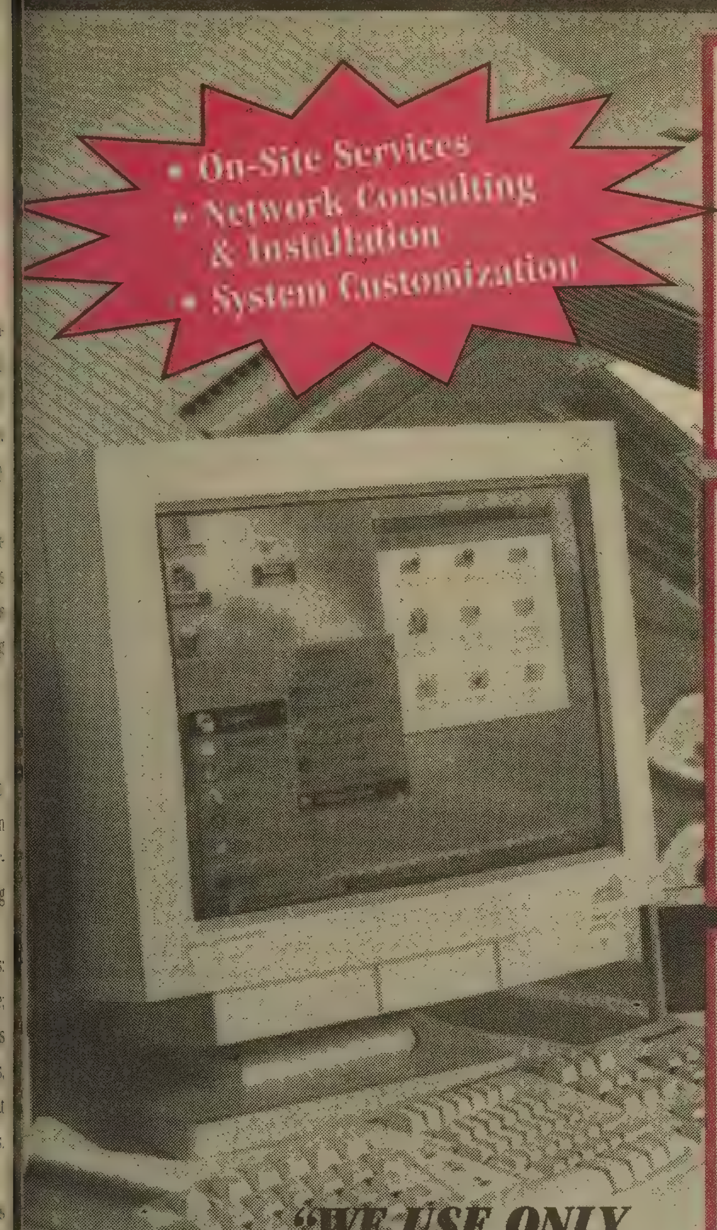

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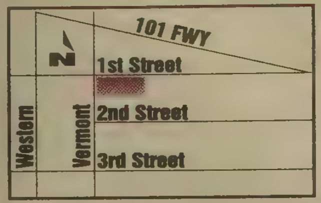

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A PC Card Zip Drive

Making Portability A Possibility

By Ed Kahn

The real value of the Pocket Zip drive, however, is that it lets you get a lot more use from older portables that have smaller hard drives.

In spite of being included on virtually all portable computers, the 3.5" floppy drive is nevertheless doomed to become a thing of the past. CD-ROMs have become a more common method of distribution and hard drives are the real guts of data storage once a system is up and running.

Still, the frustration of floppy disks remains, as no alternative has yet captured the market. These days, the closest thing to a new standard is Iomega's Zip drive. Manufacturers are increasingly offering new computers with an option for the internal Zip drive. While I have not yet seen Zip disks used for software distribution, more and more people are relying on them for backups and portability.

Addonics
PCMCIA

I was interested to see Addonics Technologies announce its Pocket Zip drive. It is designed squarely for the portable market and promises to find a welcoming audience. The Pocket Zip is a Zip drive licensed from Iomega, but is housed in a smaller case and connects to the computer through a PC Card rather than a parallel or SCSI port.

The Pocket Zip measures 7" deep by about 4.5" wide, is less than 1" thick and weighs just 13oz. In sharp contrast to a conventional Zip drive, this unit gets its power through the PC Card. If for some reason the PC cannot supply enough power or you want to conserve your computer's batteries, a power supply comes with the Pocket Zip. Just slide the switch on the back of the drive to indicate that you will be getting power from the power supply rather than through the PC Card interface. Needless to say, the Pocket Zip is a real Zip drive and uses standard Zip disks. You can easily exchange disks with other Zip drives.

Addonics includes a tools disk containing all of the standard utilities that a Zip drive has, but also has a recording utility that lets you record up to ten hours of music or voice on a single Zip disk. A Guest program lets you painlessly install the drive in any Windows 95 system without having to let the computer recognize new hardware.

With many portables having relatively smaller hard disks, this portable Zip drive is a welcome friend. Pocket Zip is great for backups and comes with complete software for that purpose. Also, there is a utility that will let you keep a complete index of your Zip disks on your hard drive so you can easily learn on which disk a particular file can be found.

While the Zip drive works as expected, I tried to put it through its paces and found that it would not work with Norton Utilities Rescue utility. This is a utility that comes as part of the Norton package. I was anxious to try to create a Rescue disk on a Zip disk because, according to the Norton information, this rescue disk would let me open up inside of Windows rather than just getting back to a DOS prompt. I was curious about whether this would actually work because the PC Card is not recognized until you get inside Windows 95 and I could not imagine that it would work for restoring or diagnosing Windows problems. Indeed, when I tried to reboot using the disks Norton had made, I eventually got to a place that said it could not find the Zip drive. It was looking for either a SCSI or parallel form of the drive. I was not surprised. If the PC Card reader were recognized before getting to Windows, I suspect there would not have been a problem.

If I had been willing to devote the time to solving this problem, I think it could have been overcome. The real value of the Pocket Zip drive, however, is that it lets you get a lot more use from older portables that have smaller hard drives. There are lots of products, by the way, that attempt to pump new life into an older portable. Almost every week I get a press release about another company that is offering a solution for the too-small hard drive problem. While you can get new larger hard drives, the theme of these press releases is that there are now companies

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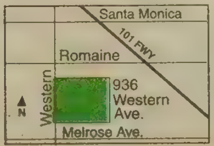

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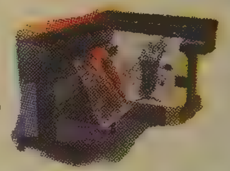

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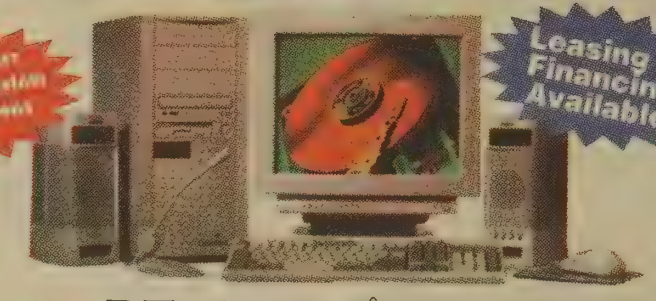

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that will sell you more than just a replacement hard drive. They also give you software to let you image everything from your current hard drive to the replacement so all you have to do is install the new drive. This makes the problem of transferring the operating system and hidden files go away. The second thing these products give you is a case that holds the old hard drive so you can use it for additional storage or backups rather than keep it as a paper weight.

I have not tried any of these products, but get enough announcements so that I believe it is a viable technology for upgrading an aging laptop.

In the meantime, I am delighted to see the Pocket Zip. It carries a list price of $299, but Addonics said they expect the street price to be closer to $250. While this is more expensive than a standard Zip drive, I think it's well worth the extra money because of the added convenience of a smaller size and not having to be dependent upon a single power supply.

If you have been tempted by the increasingly universal Zip drive, the Pocket Zip may just be the solution you have been looking for.

Resources:

Pocket Zip, $299
Addonics, Inc.
48434 Milmont Dr.
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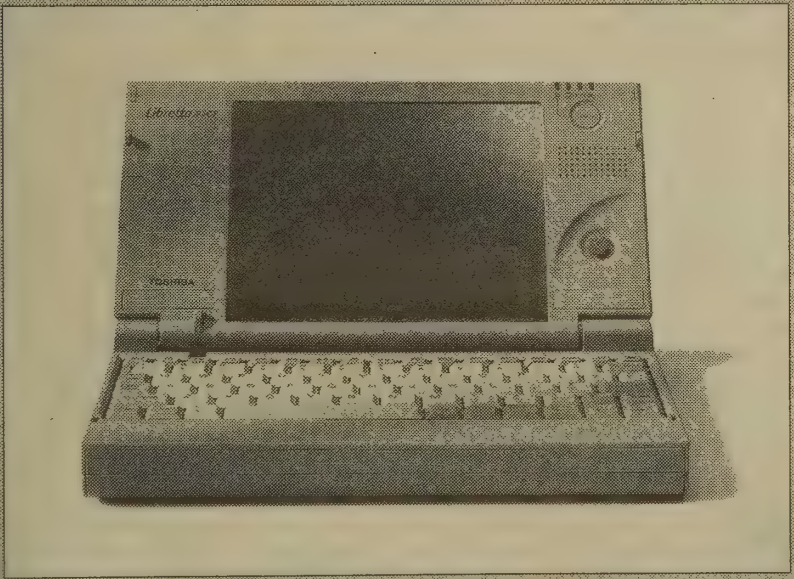
Computer of the Month

Toshiba's Libretto 50CT



As the notebook computer field matures, niche market computers are being introduced. I applaud this development, as there are many times when the standard system is simply overkill. Specifically, many of us want something to travel with something that lets us check email and write an occasional memo. Slim portables are often too bulky for this. Toshiba's Libretto is tailor-made for this job.

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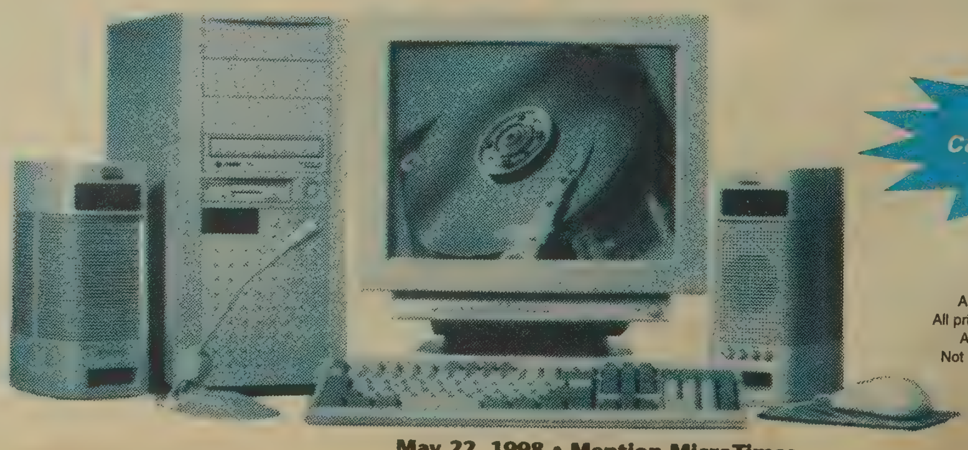

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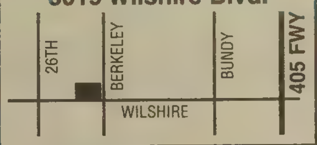

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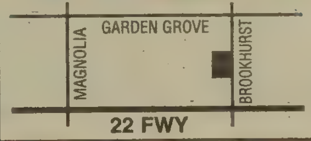

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The Libretto falls between a palmtop and the sub-notebooks in size and features. Palmtop systems are often too small for managing email or looking at files. On the other hand, the sub-notebooks are more than we need. Hence, the Libretto. This computer uses a full-featured Windows 95 operating system and lets me install any software I want. I can use the same software on the Libretto as I use on my desktop computer. Before traveling, I assess what software and files I might want to work on and install them on the Libretto.

Make no mistake about it, even thought the Libretto uses Windows 95, it offers no competition to a more robust portable. It is powered by a Pentium 75MHz processor and has a hard drive that holds only 772MB. It comes standard with 16MB of RAM, expandable up to 32MB. The overall size of the computer is 8.3" x 4.5" x 1.3" and it weighs only 1.85lb. The Libretto is only slightly larger than a video cassette! To accomplish this, Toshiba has had to eliminate all of the non-essentials. The floppy drive attaches through the PC Card slot. The keyboard is large enough so you can make entries a good deal more easily than on a palmtop machine, but it is certainly not suitable for serious word processing. The pointing device is a convenient AccuPoint located in the hinged top of the machine. A button on the display side of the top accommodates the thumb and moves the pointer. Two buttons on the outside of the top fit the first and middle finger for clicking. I found this pointing system excellent and liked it a lot better than many of the other devices that come on small computers.

> Palmtop systems are often too small for managing email or looking at files. On the other hand, the sub-notebooks are more than we need. Hence, the Libretto.

The active-matrix display measures only 6.1" diagonally and while it offers a clear image, I did have trouble reading it in brightly lit surroundings. There were no adjustments for brightness or contrast. While there are no ports on the back of the machine, a tiny port replicator comes with the unit. This attaches to the back of the Libretto and has serial, parallel, and video ports. A more elaborate enhanced port replicator ($179) is available and offers keyboard and mouse ports and additional PC Card

continued on page 48

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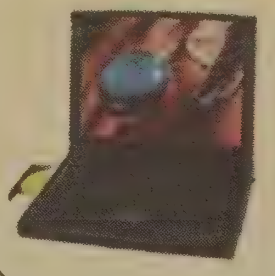

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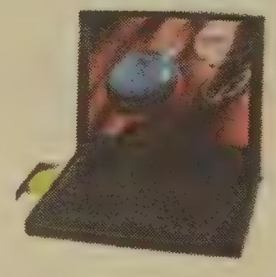

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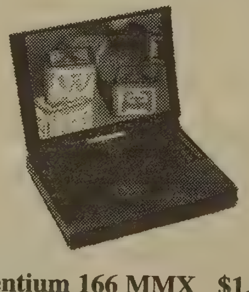

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continued from page 42

slots. If you attach either port replicator, you will be able to connect to a full size monitor making this machine a perfect vehicle for presentations. The Sound Blaster Pro compatible audio system complements the video capabilities.

The included lithium ion battery will operate the machine for between an hour-and-a-half and two hours under normal use. Fortunately, Toshiba offers an enhanced battery pack ($159) that offers twice the duration of the standard pack ($99).

In addition to serial and parallel ports, there is a serial infrared port and software to synchronize the Libretto with your everyday computer. The PC Card slot will take any of the standard devices, but there is only one slot on this machine. I tried a CD-ROM drive and it worked fine, but if you need two PC Card slots, you will have to switch back and forth. Toshiba offers a PC Card modem, but any of the PC Card modems will work through this interface, so you are not limited to their offering.

Toshiba includes a wide range of software with the machine and offers a one-year warranty. When this unit was introduced last summer, it carried a price twice its current $999 list. It is possible to spend nearly this much on a top of the line palmtop that has a color display and uses Microsoft's Windows CE operating system. While the palmtops have a different niche than this machine, I find this an appealing product that fills a definite need. For those who like the idea of the Libretto 50CT, but need a more powerful unit, Toshiba has introduced two more computers in this line with larger hard drives and faster processors. These Librettos cost as much as $2500. Unless I intend to do serious work when on the road, I will carry the Libretto C50.

Toshiba has a number of accessories for this small computer, including a handsome wallet-like carrying case ($49). ◆

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> The Libretto is only slightly larger than a video cassette! To accomplish this, Toshiba has had to eliminate all of the non-essentials.

Resources:

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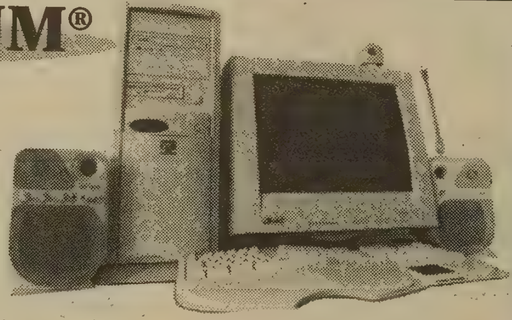

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- 56K V.90 Voice Fax/Modem
- 3D Full Duplex Sound Card
- Stereo Speakers
- MS Compatible Mouse
- Win 95 Keyboard
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- CD Titles

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- 64MB SDRAM
- 4.3GB WD UDMA Hard Drive
- 1.44MB 3.5" Floppy Drive
- 3D 4MB SGRAM AGP Video Adapter
- 32X Toshiba CD-ROM Drive EIDE
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- Stereo Speakers w/Subwoofer
- MS Compatible Mouse
- Win 95 Keyboard
- ATX Medium Tower Case
- CD Titles

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Pentium® II 333	$1429
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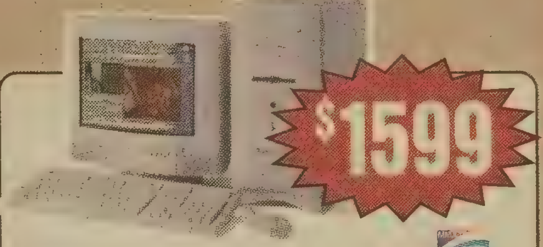

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- 1.44MB 3.5" Floppy Drive
- ATI Xpert@Play 4MB SGRAM AGP
- 2X Toshiba DVD-ROM Drive
- 56K V.90 Voice Fax/Modem
- Ensonique Wavetable Sound PCI
- Stereo Speakers w/Subwoofer
- MS Compatible Mouse
- Win 95 Keyboard
- ATX Medium Tower Case
- CD Titles

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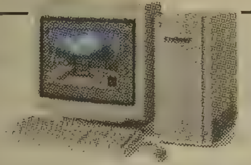

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- * 512K Pipelined Burst Cache
- * 15" SVGA .28 NI Monitor
- * 28MB EDO RAM
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- * 1.44MB 3.5" Floppy Drive
- * 3D Video 4MB EDO
- * 32X Toshiba CD-ROM Drive EIDE
- * 56K V.90 Voice Fax/Modem
- * Ensonique Wavetable Sound Card PCI
- * Stereo Speakers w/Subwoofer
- * MS Compatible Mouse
- * Win 95 Keyboard
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AMD K6 200 MMX	$1039
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$1459

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- * 512K Pipelined Burst Cache
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- * 6.4GB WD UDMA Hard Drive
- * 1.44MB 3.5" Floppy Drive
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- * TV Tuner/Video Capture
- * 32X Toshiba CD-ROM Drive EIDE
- * 56K V.90 Voice Fax/Modem
- * Ensonique Wavetable Sound Card PCI
- * Stereo Speakers w/Subwoofer
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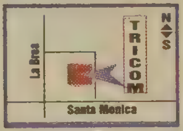

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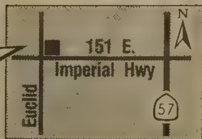

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AMD K6 233
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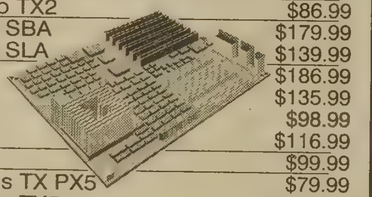

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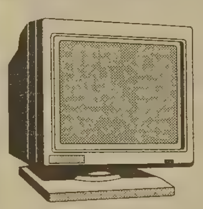

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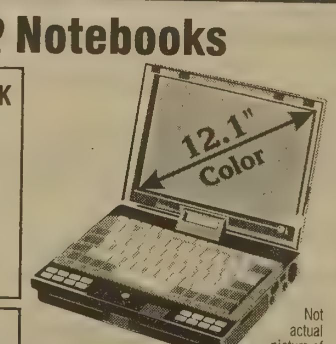

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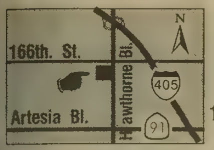

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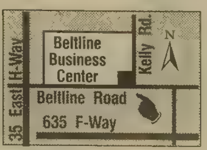

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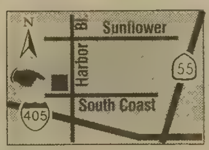

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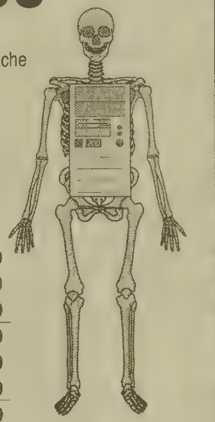

- Motherboard w/ 512k cache
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- 1.3 GB HDD
- 1.44MB FDD,
- SVGA Window Acc.
- Digital Case,
- Keyboard

MMX 166	$349.99
MMX 200	$359.99
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K6-200	$329.99
K6-233	$339.99
K6-266	$419.99
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	MMX K-6 233	$699
	MMX K-6 266	$779
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	MMX Pentium 233	$739
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	*PII Klamath 300	$1,079
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- Amplified speakers
- 500 CD titles
- 17" SVGA .28 dp N.I. monitor
- Digital case
- Win95 keyboard

intel. PII 233 **$999**

intel.	PII Klamath 233	$999
	PII Klamath 266	$1,049
	PII Klamath 300	$1,099
	PII Klamath 333	$1,339
	PII Klamath 350	$1,399
	PII Klamath 400	$1,599
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	MMX 233	$799
AMD	MMX K6 200	$749
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Cyrix	MX-200C	$735
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- 24x CD-ROM
- Full duplex PnP sound system w/ 80W speakers
- ATI WinBoost Mach 64 w/ MPEG
- Super digital case
- Win 95 105 turbo keyboard
- 15" SVGA .28 N.I. Color Monitor

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	MMX K6-233	$679
	MMX K6-266	$749
intel.	MMX 200	$689
	MMX 233	$719
	Klamath PII 233	$839
	Klamath PII 266	$888
	Klamath PII 300	$999
	Klamath PII 400	$1,469
Cyrix	MX 200C	$649
	MX 233C	$669
	MX 266C	$729

intel. Klamath PII 266 **$888**

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- 500 CD Titles
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- Win 95 105 turbo keyboard

intel. MMX 200 **$489**

AMD	K6-200	$469
	K6-233	$479
	K6-266	$549
Cyrix	MX-200C	$449
	MX-233C	$539
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	MMX 233	$519
	PII 233	$659
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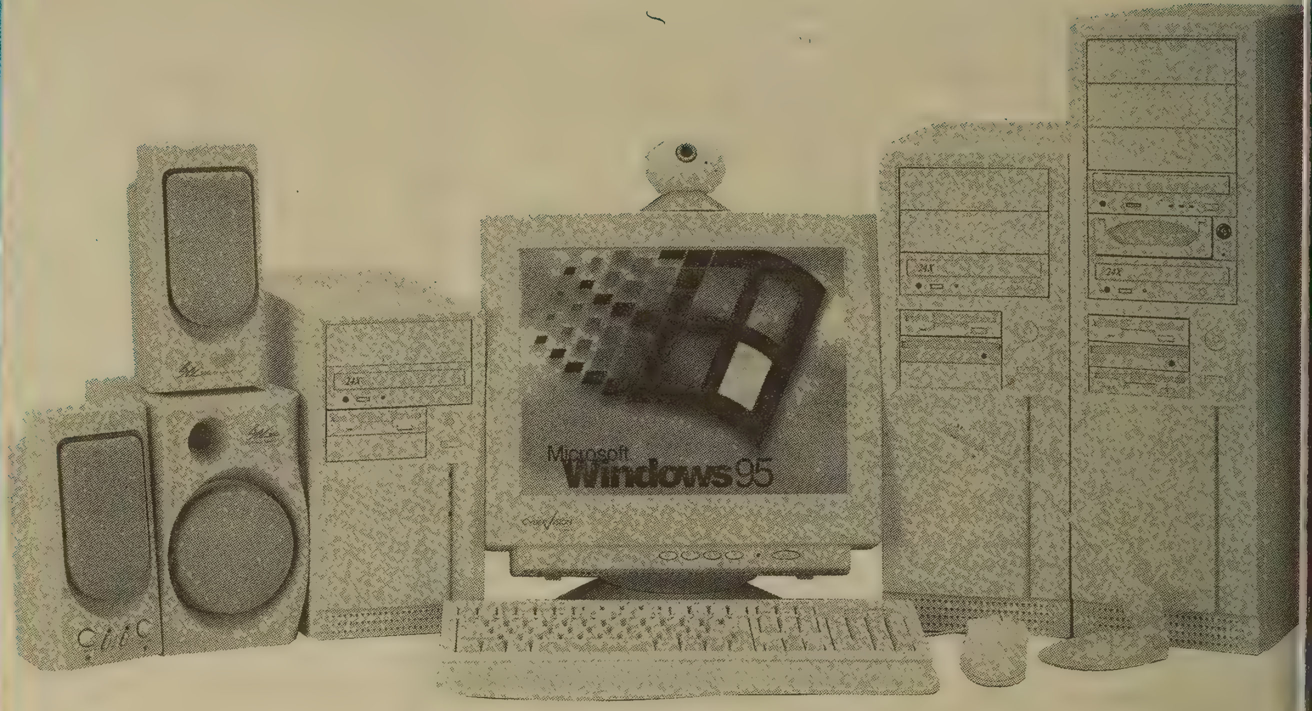

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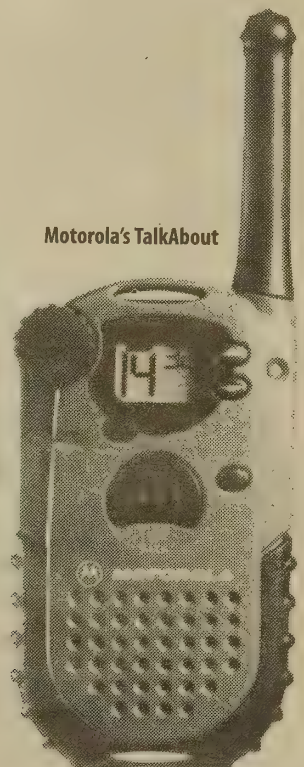
Out And About With A TalkAbout

Motorola's Rugged Walkie-Talkies For The '90s

By Douglas J. Nakakihara

> ***The TalkAbout is perfect for people in the outdoors. Anywhere people might be in the same general vicinity,but not visible to each other.***



Motorola's TalkAbout

We've all had them as kids—those nearly throw-away plastic walkie-talkies. How long did it take before we dropped one of them or bent off an antenna? "Not long" is my recollection. (In both cases, the second fully functioning one might as well have suffered the same fate.) Motorola has released an adult version of these two-way radios called a TalkAbout. Unlike its distant cousins, these are made of rugged high-impact plastic, similar to the compounds used to make motorcycle helmets. The TalkAbouts are even water- and dust-resistant.

These two-way radios use the recently created Family Radio Service band. The frequencies were reclassified by the FCC specifically for family and recreational use. No licensing is required.

The TalkAbout

There are three versions of this device: the TalkAbout ($100), the TalkAbout 101 ($140), and the TalkAbout Plus ($179). The later two models have back-lit displays. The TalkAbout Plus adds audio accessory compatibility and is the model I tested.

They are about 4.5" tall, 2.5" wide and about 1" thick. As such, they fit comfortably in the palm of your hand. The flexible antenna sticks out about 2.5" from the top and including batteries, the TalkAbout weighs a mere 7 oz. The thick, tire tread-like protective border around the bottom gives it a nice feel and surely helps things if you should accidentally drop it. It comes with a detachable belt clip. The three AA batteries provide up to 3 hours of talk time and 27 hours of standby.

Range

It has a talk range of up to two miles, if you happen to be in a flat open area. I tried the TalkAbout in a residential area with one of us inside a house and the other in a moving car. At about one-half mile I could still get crystal clear reception and even at a mile I was getting some reception, although it was intermittently a bit garbled.

Uses

The TalkAbout is perfect for people in the outdoors. Anywhere people might be in the same general vicinity, but not visible to each other. Activities like camping, fishing, skiing, bicycling, jogging come to mind. These would be great for use at the mall or an amusement park. Just think, people would be free to roam around as they please and stay "connected" to their friends or family.

The TalkAbouts are absolutely silent until someone in range transmits using the same channel and code you are set for. There are 14 available channels and each has 38 (interference eliminator) sub-channels. If you do the math, there are a total of 532 possible combinations. So you could have different people using different channels, preventing everyone from hearing all conversations. (Of course, no user is precluded from switching the channel and sub-channel, if they wish.)

The back-lit LCD display shows the channel and sub-channel numbers, as well as the battery level. There is a cool feature where if you hold the power button down for two seconds while the radio is off, the current channel settings is announced audibly. There is also a monitoring button which lets you monitor channel settings before you use them-just so you don't "step" on someone accidentally.

In The Field

I tested the TalkAbout at this year's NAB (National Association of Broadcasters) convention in Las Vegas. They worked very nicely on the show floor despite the huge presence of computers and other electronics equipment. On a return trek from the convention floor, I was going to meet some friends, who were staying at a different hotel, for dinner. What better opportunity to try out the TalkAbouts than this? I gave one handset to a them on their way to Caesar's Palace, while I made my way to Harrah's.

Granted these hotels are basically across from each other, but it is a pretty fair distance and we

continued on page 58

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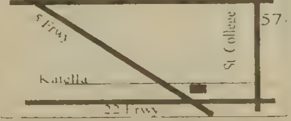

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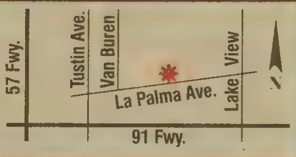

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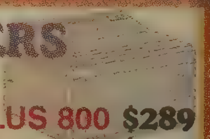

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AMD	
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- 512K Synchronous cache
- PCI dual EIDE controllers w/ UATA support
- 32 MB EDO RAM
- 3½" 1.44MB Floppy Drive
- 3.1 GB EIDE UATA Hard Drive
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- Win 95 104 KB, Hi-rez mouse & pad
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IBM		
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were inside different buildings. The transmission was crystal clear, with the single exception of inside the casinos, where reception was sporadic. Once we exited the casinos and returned the hotel areas, we were able to talk normally again.

If you have ever been to Las Vegas, you know that arranging a meeting can often be difficult. For one such meeting, shortly after I arrived at the designated meeting place on time my friend's voice popped up on the TalkAbout. They were running late so I just went back into the casino to kill another ten minutes. When I returned they still weren't there so I called them and they told me they were coming right down. This whole incident really proved to me just how valuable the TalkAbout could be in the right situation.

Accessorize

For the fashion conscious, TalkAbouts are available in camouflage, khaki green, dark pewter, cobalt blue, and bright yellow. There are tons of optional accessories too, like external microphones, ear pieces, and headsets, as well as a 12-volt car adapter. Several specially designed carrying cases can also be purchased, including a waterproof bag for talking the TalkAbout river rafting or boating.

Since you might not want others to hear your conversations, I think the ear pieces might be recommended options. Besides, having "Hey, honey where the heck are you! We were suppose to meet back at the food court 15 minutes ago!" blare out while you are perusing the latest computing magazine in the nice (previously) quiet bookstore, might be a little embarrassing.

iDEN

Motorola has also begun offering a series of new devices based on iDEN technology. This technology represents the convergence of several communication needs: Two-way radio, mobile phone, alphanumeric paging, and data communication (i.e., modem and faxing)—all in one unit! Although iDEN is a digital technology, it uses a single analog transmission channel. iDEN uses a combination of several proprietary technologies to maximize bandwidth efficiency.

Two-Way Communications

Two-way communication can be set up as private or groups. "Talk" groups are essentially conference calls, but you don't have the laborious setup associated with traditional telephone service. Up to 30 different groups can be set up. Normal phone communications can include features like voice mail, call forwarding, caller ID, hold, and auto-answer.

The two-way communication feature lets you speak to a single person or a hundred. The feature works like a walkie talkie, you simply push a button to speak and release it to listen. You can

continued on page 62

NiCad cells are apparently designed to last 2,000 to 3,000 charges; however, they can develop the "memory" effect in as little as 150 charges and most are replaced after only 300 charges!

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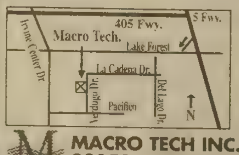

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use it in speaker mode or use the ear piece for private communications. Obviously, others will also have to have iDEN handsets.

If you need to urgently speak to someone privately you can use the two-way feature. And if they are busy or you don't want to disturb them, you can push a special button on your phone. The recipient's phone will "chirp" and they will get an on-screen notification.

Pager messages can be up to 140 characters in length and up to 16 messages can be stored. Also featured is one-touch call back.

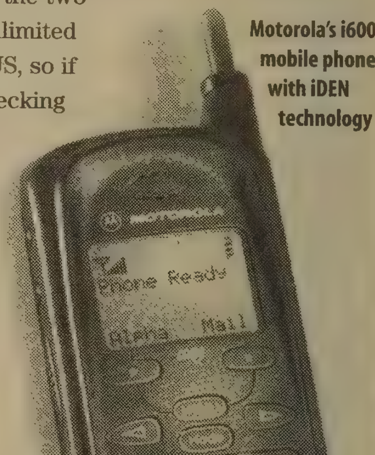
No Modem Required

Notebook PC users can hook directly up to the iDEN device because modems are integrated into the iDEN network. A top speed of only 9600bps puts it a little on the slow side, but when you consider the convenience it's probably a small price to pay.

Getting Service

iDEN services are provided by individual service providers, like Avantel and Nextel Communications, Inc. iDEN networks are currently operational in Argentina, Canada, Colombia, Israel, Japan, Korea, Singapore, and the United States. In addition, iDEN systems are being built in Brazil, China, Mexico, and the Philippines. Motorola has shipped over two million iDEN handsets since the technology was first introduced in 1994. (Check Motorola's Web site for more information.)

Service cost will vary from provider to provider. However, Nextel's cheapest plan is only $45 for 200 minutes. This price includes basic voice mail, unlimited numeric pages, and 25 text pages. Additional minutes are 29 cents and long distance calls are billed at a flat rate of 15 cents per minute. There are no roaming charges or charges for landline connections. Enhanced voice mail and Caller ID are extra. For a mere $24 more, you get another 300 minutes! If you want to add the two-way features, it's about $40 extra for unlimited use. (Nextel seems to cover a lot of the US, so if you are interested, you might start by checking out their Web site.)



Motorola's i600 mobile phone with iDEN technology

As you can see, if you are already carrying a pager and cell phone, iDEN might make a lot of sense. This makes a lot of sense on a more global scale for company wide deployment. Personally, I'm seriously thinking about switching over when my cell contract expires.

The i600

The Motorola i600 handset is a third generation iDEN communications device. It weighs in at only 6.9 oz. with ultra slim battery and measures 5.3" x 2.3" x .7." A variety of NiCad, NiMH, and lithium ion batteries are available with talk times ranging from 150 to 360 minutes and 32 to 80 hours of standby time. The large back-lit LCD screen sports four 12-character lines, plus various operational menu and icons. Most of the features are what you would expect on a digital phone, but this one also supports two separate lines. (Only $10 extra with Nextel!) Note that this unit does not support data communication.

continued on page 214

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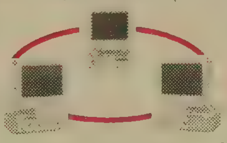

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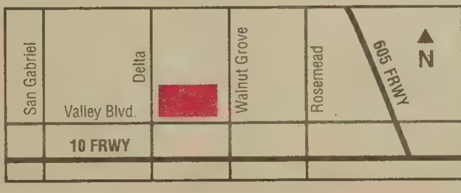

Working At Home In 1997

The Statistics

By Robert Moskowitz

> ***More than half of the people doing some of their work at home were not paid expressly for their time as teleworkers.***

According to the US Bureau of Labor Statistics, more than 21 million people did some work at home as part of their primary job during 1997. But only a portion of these were true teleworkers.

In a special supplement to its Current Population Survey (CPS), which surveys about 50,000 households and provides data on the nation's labor force, the BLS revealed that about 17% of the total (or some 3.6 million people) were wage and salary workers who were paid for the hours they clocked on the job at home. More than half of the people doing some of their work at home were not paid expressly for their time as teleworkers. Nearly all the rest were self-employed workers, with about two-thirds of them working within the structure of a home-based businesses. Other interesting facts include:

- The number of actual telecommuters—that is, wage and salary workers who were not being officially compensated for the work they did at home, but who were simply "taking work home from the office" as part of their overall responsibilities—totaled about 11.1 million. These people were overwhelmingly employed in white-collar occupations. The largest number of these teleworkers (6.1 million) were employed by companies in the services sector of the economy, while a much smaller number (1.5 million) were employed in manufacturing firms.
- Classified by industry segment, about 1.6 million wage and salary workers from services industries were doing officially "paid work" at home—roughly 44% of the total 3.6 million; more than half-a-million from manufacturing industries were paid for work at home. All the major industry groups (except mining) had significant numbers of workers doing paid work at home.
- Wage and salary workers who were paid for working at home averaged nearly 15 hours-per-week at home; those who weren't paid specially for working at home clocked about 9 hours-per-week at home; home-based entrepreneurs worked about 23 hours-per-week at home, on average.
- Women and men were about equally likely to work-at-home. The work-at-home rate for married parents was about the same as the rate for married persons without children. Whites were more than twice as likely to be engaged in some form of home-based work as either Blacks or Hispanics.
- Just under 60% of those who worked at home in 1997 used computers. Among wage and salary workers, computer use was about the same for those who were paid for work done at home (63.3%) as for those doing unpaid work at home (61.6%). Paid home workers were more likely to use a modem for their work at home (43.2%) than were unpaid home workers (32.8%). Also, 23.2% of paid home workers used a telephone line that was furnished by their employer. Only 54.4% of self-employed home workers used a computer for work done at home.

Squeezing Employees Out Into Telecommuting?

Telecommuting has been shown many times to be a great way to cut facilities costs, primarily by reducing the number of square feet needed to support a given number of employees. For example, if only half a company's workforce telecommutes just one day-a-week, the company can instantly trim their office space requirements by 10%! And the savings fall right to the bottom line.

But the stakes in this struggle continue to increase. In New York City, for example, rents that were recently $16.50 per foot per year are now rising past $23—nearly a 50% increase in just two years. In many areas of California, office vacancies are at or near a ten year low, and rents are rising apace. As the cost of occupying office space grows higher, facilities

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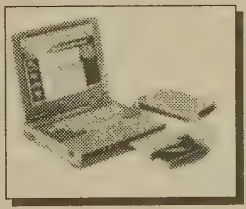

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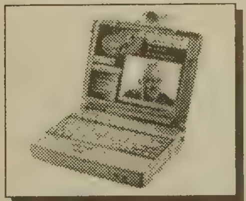

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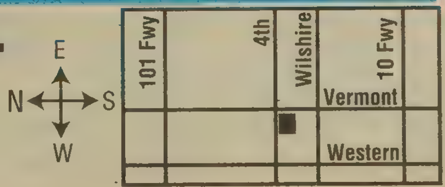

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managers are coming to recognize the exciting cost effectiveness of accommodating the growth in office workforces by rearranging cubicles and cutting down on what now seem like overly spacious allocations of footage, rather than by expanding into new offices.

By using such techniques as "hot desking" or "hoteling" (fancy terms for eliminating empty desks through sharing offices and cubicles on an "as needed" basis), in the decade of the 90s companies like Ernst & Young have learned how to cut their per-person requirements for office space almost in half.

Wage and salary workers who were paid for working at home averaged nearly 15 hours per week at home; those who weren't paid specially for working at home clocked about 9 hours per week at home.

And office furniture makers have cooperated in the continuing squeeze, too. They are now pushing design strategies that integrate communal work areas with tiny cubby-holes intended only to accommodate infrequent but unavoidable moments of privacy. They are also using design techniques like personalized office cabinetry and fitted, curving lines to make smaller furniture feel larger. The goal of all this is to make less space feel more comfortable.

But now the process of saving space through telecommuting may also be working the other way: More and more employers are squeezing their employees' office space allotments, trying to save money a little sooner on facilities costs and also providing a not-so-subtle incentive for employees to spend less time in the centralized office and more time telecommuting.

For example, according to a continuing survey of almost 300 large corporations conducted by the International Facility Management Association, upper management's allocation of office space has shrunk from an average of 289 sq. ft. in 1994 to an average of 280 sq. ft. in 1997. Senior management has lost a little less, going from 200 sq. ft. to only 193 sq. ft. in those three years. Middle management has been squeezed from 151 sq. ft. to 142 sq. ft. during the period, while senior professionals have lost only 1 sq. ft. on average, down from 115 to 114 sq. ft. between 1994 and 1997.

Even these averages belie the realities at a good many firms. At one Boston financial company, for example, a recent move into a new office building triggered a literal downsizing that left managers and administrators with only 42 sq. ft. of office space, compared with a comparatively wide-open 64 sq. ft. in the previous facility.

It's enough to make one think of the joke about the family who begs their village chieftain for relief, because their house is so incredibly crowded. "Bring in the cows," says the chief, and when the family returns after a week to complain that this remedy has only made the situation far worse, he adds "bring in the goats." After several more weeks of having the obedient but hard-pressed family continually sharing their ever-more-limited living space with their pigs, their chickens, and their rabbits, the village chieftain finally gives the word for them to shoo all their animals back outdoors. "Amazing," crows the family, in pleased disbelief. "We don't know how you did it, but now our house is so large we don't know what to do with all the extra space!"

This is not to suggest, of course, that office-bound workers should start sharing their spaces with farm animals. But it does offer a new perspective on why employers may be cutting back on their facilities expenditures. Not only are they gearing up (or down, in this case) to anticipate the savings that will come with increased use of telecommuting among their workforces, but they are creating an atmosphere that adds one more advantage to working from home compared with working in the traditional office. It doesn't take a rocket scientist to calculate that even the smallest extra bedroom can seem extravagantly spacious when compared with a 42 sq. ft. cubicle.

Union Involvement In Telecommuting

A recent study by Margaret A. Klayton, M.B.A., Ph.D., an Assistant Professor of Business at Mary Washington College in Fredericksburg, VA, has found that union involvement in telecommuting is strong, and growing. Nearly half the unions responding to the survey report they are involved in establishing telecommuting programs.

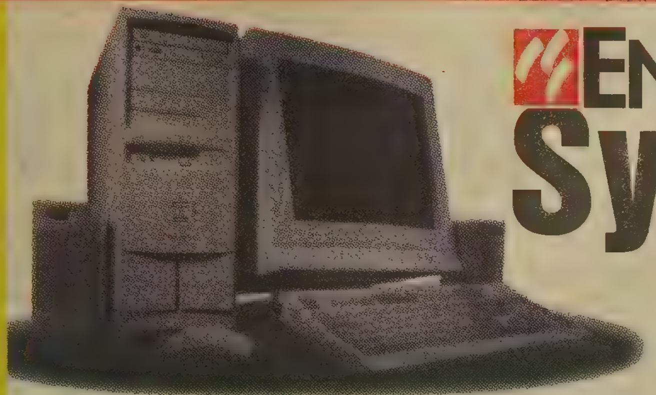
According to Dr. Klayton, unions have traditionally been against home-based work because of the potential for abuse of worker's rights. However, they now appear to be actively supporting telecommuting programs. She writes: "The union attitude expressed appears to have integrated telecommuting into the normal workforce representation model or paradigm. Part of the change in attitude may also be due to most major organizations including unions in the decision process of developing telecommuter programs."

Her survey reveals that:

- Management's most popular methods for controlling and monitoring union members' performance while they are telecommuting

continued on page 70

It doesn't take a rocket scientist to calculate that even the smallest extra bedroom can seem extravagantly spacious when compared with a 42 sq. foot cubicle.



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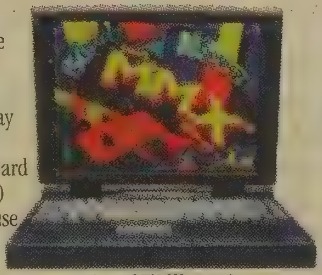

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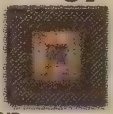


Intel's hot new MMX technology gives you 57 newinstructions designed to make your multimedia fly with optimized performance for your video & audio clips, MPEG, DVD, etc.

Accelerated Graphics Port

The AGP (accelerated graphics port) is the revolutionary new Intel-developed port specfically designed to help graphics performance. With a direct bus to the CPU, the AGP allows for graphics throughput up to 4 times faster than standard PCI graphics cards.

Ultra ATA/ 33 Hard Drives
Up to 12GB of Storage

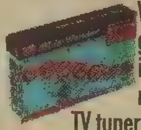
ULTRA

Ultra ATA/33 (also known as Ultra DMA) is the newest IDE hard drive technology offering transfer rates of 33MB/s, 2x faster than standard Enhanced IDE hard drives, for super fast hard drive performance. Plus, you can now get up to 12GB of storage on 1 drive so you can load all the programs you want without worrying about space!

v.90 Standard Fax Modems

Why wait when you can zoom on the Internet with 56K Fax Modems from Diamond featuring the new v.90 ITU standard. Transfer files, send e-mail or browse the Internet at up to twice the speed of 28.8 fax modems. Plus all Envision systems come pre-configured to run on the Internet with Microsoft Internet Explorer!

ATI All-in-Wonder Pro



With the All-in-Wonder Pro, you get a super-fast 2D & 3D graphics accelerator powered by ATI's new Rage Pro 3D chipset plus a TV tuner and video capture system all on one card. Plus, you can see it all on your big screen TV with the PC2TV output port. No wonder its a PC Magazine's Editor Choice.

Universal Serial Bus

Hooking up devices to a computer used to be hard. Not any more! With Universal Serial Bus, you can now add up to 127 devices, such as telephones, cameras, scanners and speakers, with little hassle and no IRQ or DMA nightmares! Plus, at 10MB/s throughput, you get performance that's up to 100 times faster than the old serial port. The Universal Serial Bus offers speed, flexibility and upgradability.

Microsoft Windows 95 OSR2

Microsoft Windows 95 OEM System Release 2 (OSR2), the latest version, is now standard on most systems. OSR2 comes with new advanced features such as FAT32 32-bit clustering plus support for USB & other new peripherals.

Envision offers you a whole range of options that you can get with your new Envision computer. Pretty much, anything you see in our catalog can be added to your new Envision sytstem. You can also substitute any part on the system with a part you want, just pay the difference in price.

Free Installation

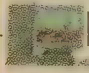
Best of all, if you order any option or upgrade with your new Envision computer, we'll install it on to your new computer free of labor charges! You could save hundreds of dollars in labor!

Motherboard Options

Envision carries one of the widest selection of motherboards from top-rated motherboard manufacturers such as Asus, Tyan, Abit, ATrend, SuperMicro & Intel. If you want a different motherboard than the standard board, just tell us and we'll be glad to upgrade it for just the difference in price!

Networking Services

Envision offers a wide range of network services to help your company jump into the networking age of today! Need to install a new network for your business, ask our network guys by calling 1-888-711-4NET.



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- **64MB PC100 SDRAM**, up to **384MB**
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  Upgrade to 10GB Ultra ATA HD - **add $70**
- **AGP Diamond Stealth II/8MB** Graphics Card
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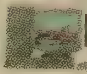
- 104-key Win95 Keyboard & Mouse
- **32X** IDE CD-ROM (4800KB/s)
- **Sound Blaster Awe64 Wavetable** Sound
- **180 Watt** Power Amplified Stereo Speakers
- **Diamond Supra 56K v.90** Fax Modem/**Voice**
- **Windows 95 OSR2** plus **Super Bundle**

Monitor Sold Separately (see below)

Pentium II 300 MMX	$1899
Pentium II 333 MMX	$1999
Pentium II 350 MMX	$2199
Pentium II 400 MMX	$2399



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or finance it from $72/ month

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- **64MB PC100 SDRAM**, up to **384MB**
- **10GB Ultra ATA BF IDE** HardDrive (33MB/s)
  Upgrade to 12GB Ultra ATA BF HD- **add $50**
- **AGP ATI All-in-Wonder Pro/4MB** Graphics
  2D/3D Accelerator · TV Tuner · Video Capture
- **Dual USB**/2 Hi-Speed Serial/1 Parallel Ports
- ATX Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- **2X DVD-ROM** IDE Drive (20X CD-ROM)
- **Sound Blaster PCI 64 Wavetable** Sound
- **350 Watt Subwoofer** Speaker System
- **Diamond Supra 56K v.90** Fax Modem/**Voice**
- **Windows 95 OSR2** plus **Super Bundle**

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Pentium II 300 MMX	$1899
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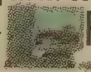
Pentium II 400 MMX	$2399



Fusion²BX SCSI

64MB · 4.3GB SCSI-3 · 32X CD · SB64

Starting from $1899

or finance it from $72/ month

- **440BX Pentium II** Motherboard/**512K** Cache
- **64MB PC100 SDRAM**, up to **384MB**
- **4.3GB Ultra Wide SCSI-3** HD (8ms 40MB/s)
  Upgrade to 9.1GB Ultra Wide HD - **add $350**
- **Adaptec Ultra Wide SCSI-3** Controller
- **AGP Diamond Stealth II/8MB** Graphics Card
- **Dual USB**/2 Hi-Speed Serial/1 Parallel Ports
- ATX Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- **32X SCSI** CD-ROM (4800KB/s)
- **Sound Blaster PCI 64 Wavetable** Sound
- **180 Watt** Power Amplified Stereo Speakers
- **Diamond Supra 56K v.90** Fax Modem/**Voice**
- **Windows 95 OSR2** plus **Super Bundle**

Monitor Sold Separately (see below)

Pentium II 300 MMX	$1899
Pentium II 333 MMX	$1999
Pentium II 350 MMX	$2199
Pentium II 400 MMX	$2399

OPTIONS

PCI 32-bit Ethernet Adapter	$19
3Com 3C905TX 10/100 PCI Ethernet	$69
Adaptec 1505 ISA SCSI Controller	$39
Diamond Fireport40UW SCSI Cont	$99
Adaptec 2940UW Wide SCSI Cont	$169
Internal 100MB IDE Zip Drive	$89
Int or Ext 1GB SparQ Drive	$189
Creative Labs DXR2 DVD Kit	$279
Sony 6x2 SCSI CD-Recordable	$329
HP 6x2x2 IDE CD-ReWritable	$399
Philips 6x2x2 SCSI CD-Rewritable	$449
Yamaha 6x4x2 SCSI CD-Rewritable	$499
Diamond Monster 3Dfx/4M	$119
Diamond Monster II 3Dfx/8M	$219
Diamond Monster II 3Dfx/12M	$289
Secondary Case Cooling Fan	$19

UPGRADES

to Full Tower Case	$40
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to 500W Subwoofers	$65
to Microsoft Natural Keyboard	$40
to Microsoft Intellimouse	$30
to Logitech Marble Trackman	$50

SERVICE & SUPPORT YOU CAN TRUST!

Envision also has some of the best service and support. At Envision, we feel that the most important factor in choosing a computer is not only the price or performance, but the place you buy it from. That's why our staff is dedicated to giving you the best service and support possible.

2 YEAR LABOR/1 YEAR PARTS FACTORY WARRANTY

Envision backs every system up with a full 2 year labor/1 year parts warranty giving you the piece of mind to concentrate on more productive things. And should you have a problem, Envision's friendly and knowledgable technical staff can get you back up and running usually within 24 hours.

CUSTOMIZED CONFIGURATIONS

Envision has many different models to choose from but if you don't see the configuration you want, we would be happy to custom configure your system the way you want.

FREE UPGRADES INSTALLATION

We will gladly install all upgrades and options that you add to your system at the time of purchase free of charge. That could save you hundreds of dollars in installation and labor charges. It's just one of Envision's many extra free services.

ENVISION BUSINESS SERVICES

Envision also offers a whole range of extra services for businesses such as networking installation, business automation, and Internet services to help give you a total computer solution for your business.

OVER 10 YEARS IN THE INDUSTRY WITH 25,000+ HAPPY CUSTOMERS

Envision has been in the industry for over 10 years and during that time, we have sold computers to over 25,000 customers. While other computer companies have come and gone, we have been right here serving the SoCal community and will continue to do so.

We would like to thank all our customers for choosing Envision. All 25,000 of you.

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Walt Disney Company
ABC
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Sony Development
Wells Fargo Bank
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J.B. Oxford & Co.
TrackData
DTS Theatre Systems
Stan Winston Studios
NASA Jet Propulsion Lab
USC

UCLA
Caltech
Loyola Marymount Univ
Cal State Los Angeles
LA Unified School District
Glendale Career College
Unisys
Doubletree Hotels
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Re/Max Realtors
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US Dept. of Energy
US Dept. of Defense
City Of Los Angeles
City of Glendale
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Skirball Center
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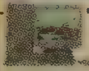
Turbo TX Pentium Systems



Turbo TX Plus

32MB · 3.2GB HD · 24X CD · 32PnP

Starting from $699

or finance it from $29/ month

- Triton i430TX Pentium/512K Pipeline
- 32MB SDRAM Memory, up to 256MB
- 3.2GB Ultra ATA HardDrive (33MB/s)
  Upgrade to 4.3GB Ultra ATA HD - add $20
- 3.5" 1.44MB Floppy Drive
- PCI 3D Graphics Accelerator/4MB
- 2 Hi-Speed Serial/1 Parallel Ports
- Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- 24X IDE CD-ROM (3600KB/s)
- Yamaha 32PnP Wavetable Sound Card
- 180 Watt Power Amplified Stereo Speakers
- 56K x2 Internal Fax Modem/Voice
- Windows 95 OSR2 plus Super Bundle

Monitor Sold Separately (see below)

Intel Pentium 166 MMX	$699
Intel Pentium 200 MMX	$719
Intel Pentium 233 MMX	$749
AMD K6-233 MMX	$699
AMD K6-266 MMX	$799

Turbo TX Pro

32MB · 4.3GB HD · 24X CD · SB64

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or finance it from $33/ month

- Triton i430TX Pentium/512K Pipeline
- 32MB SDRAM Memory, up to 256MB
- 4.3GB Ultra ATA HardDrive (33MB/s)
  Upgrade to 5.2GB Ultra ATA HD - add $40
- 3.5" 1.44MB Floppy Drive
- Diamond Stealth 3D Graphics/4MB
- 2 Hi-Speed Serial/1 Parallel Ports
- Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- 24X IDE CD-ROM (3600KB/s)
- Sound Blaster Awe64 Wavetable Sound
- 180 Watt Power Amplified Stereo Speakers
- 56K x2 Internal Fax Modem/Voice
- Windows 95 OSR2 plus Super Bundle

Monitor Sold Separately (see below)

Intel Pentium 166 MMX	$799
Intel Pentium 200 MMX	$819
Intel Pentium 233 MMX	$849
AMD K6-233 MMX	$799
AMD K6-266 MMX	$899

Turbo TX Dream

64M · 8.0GB HD · 32X CD · SB64

Starting from $999

or finance it from $38/ month

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- 64MB SDRAM Memory, up to 256MB
- 6.0GB Ultra ATA BF HardDrive (33MB/s)
  Upgrade to 8.0GB Ultra ATA BF HD - add $50
- 3.5" 1.44MB Floppy Drive
- Diamond Viper 330 128-bit Graphics/4MB
- 2 Hi-Speed Serial/1 Parallel Ports
- Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- 32X IDE CD-ROM (4800KB/s)
- Sound Blaster Awe64 Wavetable Sound
- 350 Watt Subwoofer Speaker System
- 56K x2 Internal Fax Modem/Voice
- Windows 95 OSR2 plus Super Bundle

Monitor Sold Separately (see below)

Intel Pentium 166 MMX	$999
Intel Pentium 200 MMX	$1019
Intel Pentium 233 MMX	$1049
AMD K6-233 MMX	$999
AMD K6-266 MMX	$1099

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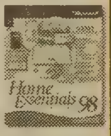
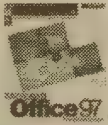


ADD ONLY $79!



Microsoft Office 97

Word 97 · Excel 97 · Access 97 · PowerPoint 97 · Outlook

ADD ONLY $199!

Hyper^2 LX Pentium II Systems

Envision's Hyper^2 LX Pentium II systems feature Intel's Pentium II processors bundled with Intel's 440LX AGPset chipset to give you out of this world performance. The new 440LX chipset is the first Pentium II chipset to offer support for Intel's MMX technology, super-fast 10ns SDRAM memory, and Ultra ATA IDE hard drives/controllers with up to 33MB/s transfer rates. Add the new Advanced Graphics Port (AGP) providing up to 4 times more throughput than standard PCI graphics cards and you have a really fast system. But that's not all because Hyper^2 LX systems also come with 56K fax modems so you can surf the Net faster, Sound Blaster Awe64 wavetable sound cards with amazingly realistic sound, dual USB ports and 24X to 32X CD-ROM drives. Best of all, you get all this speed without hurting your wallet. Envision's Hyper^2 LX Pentium II systems - power without the price.

Hyper^{2}LX Pro

64MB · 6.0GB HD · 32X CD · SB64

Starting from $1099

or finance it from $42/ month

- 440LX Pentium II Motherboard/512K Cache
- 64MB SDRAM Memory, up to 384MB
- 6.0GB Ultra ATA BF IDE HardDrive (33MB/s)
  Upgrade to 8.0GB Ultra ATA HD - add $40
- AGP Diamond Stealth 3D/4MB Graphics Card
- Dual Universal Serial Bus Ports
- 2 Hi-Speed Serial/1 Parallel Ports
- ATX Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- 32X IDE CD-ROM (4800KB/s)
- Sound Blaster Awe64 Wavetable Sound
- 180 Watt Power Amplified Stereo Speakers
- 56K x2 Internal Fax Modem/Voice
- Windows 95 OSR2 plus Super Bundle

Monitor Sold Separately (see below)

Pentium II 233 MMX	$1099
Pentium II 266 MMX	$1179
Pentium II 300 MMX	$1249
Pentium II 333 MMX	$1449
Dual Pentium II 266 MMX	$1699
Dual Pentium II 300 MMX	$2099
Dual Pentium II 333 MMX	$2599

Hyper^{2}LX Dream

64MB · 8.0GB HD · 32X CD · SB64

Starting from $1399

or finance it from $52/ month

- 440LX Pentium II Motherboard/512K Cache
- 64MB SDRAM Memory, up to 384MB
- 8.0GB Ultra ATA BF IDE HardDrive (33MB/s)
  Upgrade to 12GB Ultra ATA BF HD-add $110
- AGP ATI All-in-Wonder Pro /4MB Graphics
  2D/3D Accelerator · TV Tuner · Video Capture
- Dual USB /2 Hi-Speed Serial/1 Parallel Ports
- ATX Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- 32X IDE CD-ROM (4800KB/s)
- Sound Blaster PCI 64 Wavetable Sound
- 350 Watt Subwoofer Speaker System
- 56K x2 Internal Fax Modem/Voice
- Windows 95 OSR2 plus Super Bundle

Monitor Sold Separately (see below)

Pentium II 233 MMX	$1399
Pentium II 266 MMX	$1479
Pentium II 300 MMX	$1549
Pentium II 333 MMX	$1749
Dual Pentium II 266 MMX	$2099
Dual Pentium II 300 MMX	$2399
Dual Pentium II 333 MMX	$2899

Hyper^{2}LX SCSI

64MB · 4.3GB SCSI-3 · 32X CD · SB64

Starting from $1499

or finance it from $67/ month

- 440LX Pentium II Motherboard/512K Cache
- 64MB SDRAM Memory, up to 384MB
- 4.3GB Ultra Wide SCSI-3 HD (8ms 40MB/s)
  Upgrade to 9.1GB Ultra Wide HD - add $350
- Adaptec Ultra Wide SCSI-3 Controller
- AGP Diamond Stealth II /8MB Graphics Card
- Dual USB /2 Hi-Speed Serial/1 Parallel Ports
- ATX Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- 32X SCSI CD-ROM (4800KB/s)
- Sound Blaster PCI 64 Wavetable Sound
- 350 Watt Subwoofer Speaker System
- 56K x2 Internal Fax Modem/Voice
- Windows 95 OSR2 plus Super Bundle

Monitor Sold Separately (see below)

Pentium II 233 MMX	$1499
Pentium II 266 MMX	$1579
Pentium II 300 MMX	$1649
Pentium II 333 MMX	$1849
Dual Pentium II 266 MMX	$2199
Dual Pentium II 300 MMX	$2499
Dual Pentium II 333 MMX	$2999

MONITOR OPTIONS

Size	Model	Resolution	Price
14"	Cybervision 14"	1024x768/0.28 dp	$129
15"	Cybervision 15"	1024x768/0.28 dp	$169
15"	Panasonic P50	1280x1024/0.27 dp	$259
17"	Sunview 1764	1280x1024/0.26 dp	$299
17"	Cybervision C70	1280x1024/0.27 dp	$329
17"	Panasonic S70	1280x1024/0.27 dp	$399
17"	Cybervision C72	1600x1200/0.25 dp	$399
17"	Viewsonic GT775	1600x1200/0.25 dp	$599
19"	Mag DJ800	1600x1200/0.26 dp	$599
21"	CyberVision C112	1600x1200/0.25 dp	$899

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Fax: 714.833.3996

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continued from page 66

include Management by Objectives, submission of periodic reports on progress, and the use of detailed work plans.

- The preferred method of providing a safe home office for telecommuters is to allow for home inspections by company representatives.
- Employers are held responsible for accidents while telecommuters are working at home in the same ways they are held responsible for accidents that happen in centralized offices. Fewer than 15% of the employers who responded to this survey expect work-period accidents in the home to be covered by the employee's own homeowner's or renter's insurance.

Attention: Telecommuting Lawyers

Some time ago, I mentioned in this space that the "Women in the Profession" Committee of the Young Lawyers Division of the American Bar Association was trying to learn more about lawyers who telecommute. Their goal was not only to develop a model telecommuting policy for legal employers, but also to create a book that would make it easier for more lawyers to win the right to telecommute, and for more law firms to encourage their lawyers to work without so much physical travel.

Participation in the study exceeded expectations, and the result is now in print. It's called *Telecommuting For Lawyers*, and it's a 150+ page softcover book put out by the American Bar Association's Law Practice Management Section. The author, Nicole Belson Goluboff, herself a telecommuting lawyer, covers in plentiful detail ways to overcome all the troubling obstacles and organizational stumbling blocks that might otherwise impede the progress of the nation's law firms down the road toward more telecommuting by more lawyers.

If only half a company's workforce telecommutes just one day-a-week, the company can instantly trim their office space requirements by 10%! And the savings fall right to the bottom line.

Whites were more than twice as likely to be engaged in some form of home-based work as either Blacks or Hispanics.

The book details why lawyers and law firms should move toward telecommuting, how they can most easily and most effectively put telecommuting ideas and techniques into practice, and a variety of useful resources, such as telecommuting survey forms and a detailed discussion of what a telecommuting policy ought to cover.

Lawyers who participated will probably want to contact Ms. Goluboff, c/o of the American Bar Association, for feedback on the project. Anyone who wants a copy of the book, priced at $49.95, can order from the ABA at 750 N. Lake Shore Dr., Chicago, IL 60611. The book can also be ordered through the ABA's Web site at: *www.abanet.org/lpm/catalog* .

Telecommute '98

Gil Gordon's annual conference on telecommuting is now scheduled for The Renaissance Harborplace Hotel in Baltimore, MD, during June 21-24, 1998.

The list of topics includes: New approaches to cost-benefit analysis, managing and avoiding the risks of working at home, breaking through the barriers to corporate culture change, a presentation of Boeing's telecommuting program, using intranets successfully with telecommuters, improving remote-management skills, tools for remote-collaboration, and using telecommuting to ease a staffing crisis.

For more information, check the conference's Web page at: *www.telecommuteconference.com* , or call 1-800-854-0056. ◆

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Reader Response To Telecommuting Article:

To The Editors of *MicroTimes*,

I am writing to express my disappointment in an article in your issue of March 27, 1998. This article, referencing my company, VirtualStaff LLC, is incorrect. In addition, no one from your magazine, including the author of the article, Robert Moskowitz, ever contacted myself, or anyone on my staff, regarding the facts of this story.

The article in question, "Telecommuting To A Job Interview," appears on page 50 of the above referenced edition. The article states that my company has a relationship with Cornell University, and that we team with them to conduct online staffing in computer labs all across the country. The facts are VirtualStaff LLC has never had a relationship with Cornell, and we have no program with them covering, "Electronic Staffing," in computer labs.

Several associates and friends who have seen this article counseled me not to take issue with you regarding this, stating that inaccurate publicity is still publicity. I disagree. I believe that good publicity must also be accurate.

Please take the necessary steps to correct these inaccuracies. Thank you.

Truly yours,
Brian Kane
CEO, VirtualStaff LLC

Robert Moskowitz replies:

You're absolutely correct. Apparently I confused my notes about VirtualStaff LLC with my notes about another company for another article. I sincerely apologize and hope not to have caused you any difficulties.

This probably won't provide any solace, but I tend to agree with your associates and friends, and would like you to note that at least I spelled your company's name mostly correct.

Good luck to you in the future.
Robert Moskowitz

ENVISION

Motherboards · Memory · CPU

Pentium Motherboards

$59.95 VIA VX Pro

VIA VX Pro · 512K Cache · 4-PCI/3-ISA · 4x72-pin SIMM · 128MB Max · up to 75MHz bus · Ultra ATA

AT form

w/Cyrix/IBM M2 686MX-200	$139.95
w/Cyrix/IBM M2 686MX-233	$159.95
w/Intel Pentium 166 MMX	$159.95
w/Intel Pentium 200 MMX	$179.95
w/Intel Pentium 233 MMX	$209.95

$79.95 Triton TX

Triton TX · 512K Cache 4-PCI/3-ISA · 4x72 SIMM/2x168 DIMM · 256MB Max up to 75MHz bus · Ultra ATA

AT form

w/Cyrix/IBM M2 686MX-200	$159.95
w/AMD K6-233 MMX	$199.95
w/Intel Pentium 166 MMX	$179.95
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Strange Days In Java Land

Hapless Continues His Quest For Enlightenment

By Bennett Falk

JavaOne, Hapless discovered somewhat belatedly, is arguably the world's largest software developers' conference, with somewhere in the neighborhood of fourteen to fifteen thousand attendees.

Our peripatetic friend Hapless imagines himself to be a technological nomad, a citizen of a high-tech world, at home anywhere. From his first accidental encounter with awk years ago, he has wandered from one technological trend to another on a quest whose true objective remains obscure.

He has dabbled with awk and perl and tcl. He has become enraptured with UNIX and fascinated with client/server gizmos. He has endured NT, Windows 95, and downsizing. He remains fond of the Internet even though he once predicted that the World Wide Web would never catch on. He is a jack of many trades and master of not much of anything.

And he has just returned from JavaOne.

JavaOne

JavaOne is the annual developers' conference hosted by JavaSoft, the wing of Sun Microsystems that is responsible for Java. Java is an object-oriented programming language developed at Sun a few years ago. (One of Hapless' cohorts, Stefan Gower, once declared Java to be "the Volvo of programming languages.")

Java was originally intended as a programming language for video appliances: Computers that sat between a home television and its connection to the cable TV network. Programming these appliances would make "video on demand" possible.

But even when "video on demand" was possible, it failed to capture the public's imagination.

A short time later, when the Internet and the Web did capture the public imagination, someone at Sun had the good sense to use Java to write small programs (applets) that could be delivered over the Internet and executed by Java-enabled browsers.

Java was rolled out to rave reviews at the Sunsoft Developers' Conference in 1995. (Hapless in fact was present at this conference, but the Java presentations were so crowded that he couldn't find a seat and stalked off to learn what he could about print spooling on Sun's Solaris operating system.)

In 1996, Java was big enough to warrant a conference of its own, and several of Hapless' friends attended the first JavaOne conference at the Moscone Center in San Francisco. They came back wide-eyed with evangelical fervor, and they babbled about Java-enabling everything from cellular phones to toaster ovens. Hapless was skeptical, but (still smarting from his misjudgment of the Web) cautiously so.

In 1997 the Moscone Center hosted the second Java Developers' Conference (inexplicably called JavaOne). Again returnees seemed strangely energized.

When the third Java Developers' Conference (also called JavaOne) was announced for March, 1998, Hapless resolved to attend.

Java Reality: You Know It's Gonna Get Stranger

JavaOne, Hapless discovered somewhat belatedly, is arguably the world's largest software developers' conference, with somewhere in the neighborhood of fourteen to fifteen thousand attendees.

The first thing Hapless noticed as he approached Moscone Center was graffiti on the sidewalk: Messages had been scrawled on the pavement in florescent orange chalk. Hapless assumed these were markings for the construction work that seemed to be underway everywhere until he caught a glimpse of the phrase "fastest VM!" in chalk dust at his feet.

VM is shorthand for Virtual Machine: The execution environment for Java. Sun, of course, makes a Java Virtual Machine that is part of the Java Developer's Kit. Other vendors, including Microsoft, are also licensed to make VMs for various platforms. When Hapless read the messages in orange chalk more fully, he realized that they were a kind of guerrilla marketing campaign touting the performance advantages of the Microsoft VM.

"Strange," Hapless thought.

Inside the conference, things were no less strange. The JavaOne logo was everywhere, a

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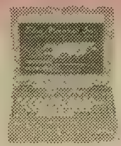

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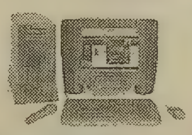

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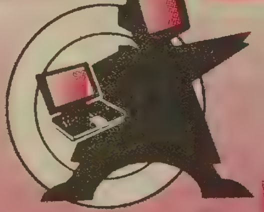

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line drawing of a steaming cup of coffee surrounded by thirteen drops of sweat against a red background.

Hapless collected his conference badge and rode the escalator down to the main concourse. At the foot of the escalator a scruffy man in a faded tie-dye shirt held a cardboard sign proclaiming his three years of Java experience and need for a job.

Hapless stepped off the escalator and headed first for the exhibition hall. The vendor booths were strangely egalitarian: All were roughly the same size and featured generic JavaOne signs with each company's name. To all appearances, Microsoft and Metamata were companies of equal size.

The exception to all this was the JavaSoft pavilion at the center of the exhibit floor, a small forest of black pedestals on a black carpet. Workstations were in evidence everywhere, staffed by JavaSoft representatives in black polo shirts. Perhaps, Hapless thought, Darth Vader has launched a second career designing displays for trade shows.

Hapless wandered about the exhibits trading a few seconds of attention here and there for trinkets. He was disappointed to find that most of the companies present were software vendors or computer companies. He looked in vain for Java-enabled home appliances.

Leaving the exhibit hall, Hapless got in line to collect his Java Ring. If there aren't yet any Java-enabled refrigerators, Hapless could at least take some comfort in Java-enabled jewelry. The Java Ring is a "secure, durable, wearable Java-powered electronic token," which is to say, a stainless steel ring containing a button that is actually a single-chip microcomputer running Java. The i-button computers are a product of Dallas Semiconductor.

> Hapless collected his conference badge and rode the escalator down to the main concourse. At the foot of the escalator a scruffy man in a faded tie-dye shirt held a cardboard sign proclaiming his three years of Java experience and need for a job.

Having received his ring, Hapless had no idea what to do with it. He slipped it on his finger and stepped into a stream of people headed for the next round of conference presentations.

Before long he found himself in a cavernous room set up for an audience of several thousand. A hefty sound system with speakers throughout the large hall belted out a pleasant, jumpy instrumental tune that Hapless guessed might be Haitian or West African.

The far end of the room was dominated by an enormous video screen. In front of the screen, Hapless could barely make out someone standing in a bright light at what must be the speaker's podium. On either side of the stage there were screens on which the speaker's slides would be projected. Midway between Hapless and the podium, another array of projection screens and sound equipment relayed the spectacle to the back of the hall. And the hall was nearly full.

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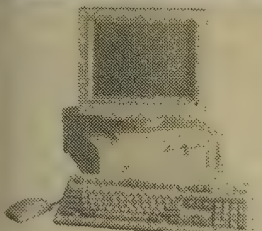

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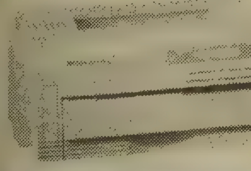

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Hapless slipped off to one side and took a seat.

He began to take in some details of his surroundings. Looking at the title slide projected on the nearest screen, he noticed a familiar border around the slide and realized with a start that the slide was in fact an HTML page and that a Netscape browser would be used to control the slide show.

"How odd," he thought, being genuinely fond of PowerPoint (Microsoft's tool for this sort of presentation). On further reflection, he began to understand this choice of presentation tools as a symbol of the enmity between Sun and Microsoft. Uncomfortable in the face of conflict, he shifted in his seat.

The music faded, the house lights dimmed, and someone on the podium started to talk about the Java Foundation Classes.

Hapless focused on the slides and listened attentively, certain that he was about to learn something clever that could be done with Java.

And fifteen minutes into the talk, he realized that the Java Foundation Classes really aren't about cleverness. Somewhat disconcerted, he tuned the speaker out and thumbed through the program to plan the rest of his time at the conference.

Session after session featured speakers from Sun or Sunsoft or JavaSoft, with precious few voices from other companies. And it seemed that the bulk of the sessions were about new or revised Java Application Programming Interfaces (APIs): The Java Foundation Classes, the Java 3D API, the Java 2D API, Enterprise JavaBeans, Java Naming and Directory Interface (JNDI), Java Message Service (JMS), Java Database Connectivity (JDBC), the Java Transaction Service (JTS), Remote Method Invocation (RMI), JavaHelp, the Java Printing API, and the Java Card API.

> The barrage of trademarked acronyms was a clear signal that Java had come of age. No longer confined to niches like set-top boxes and Internet toys, it was now a tool programmers could use to build the (indeed, any) future.

The barrage of trademarked acronyms was a clear signal that Java had come of age. No longer confined to niches like set-top boxes and Internet toys, it was now a tool programmers could use to build the (indeed, any) future.

Hapless had a brief but profound experience of alienation. Strictly speaking, he thought, languages don't have users, and Java is certainly a language. He fidgeted with the programmable ring he was wearing. Realizing that it had no user interface, he had a sudden, anxious view of himself as a user in a sea of developers.

And then the feeling passed, the speaker finished, and Hapless headed on to the next session ("Java Technology Experts Share Their Tricks!") where he would undoubtedly learn something clever. ◆

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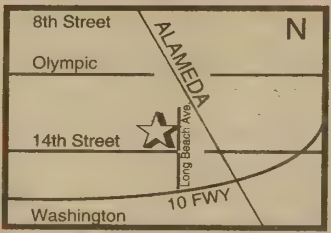

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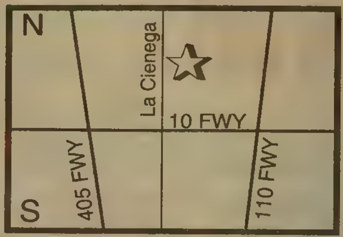

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The Disk Subsystem

Taking The Subsystem Out For A Test Drive

By Fabian Pascal

It should be remembered that write and read rates may differ slightly.

Whoever once said, "Everything should be as simple as possible, but not simpler," was a very wise person. Peer into the manual of any disk drive and you'll quickly realize that to explain the disk subytem to the average user requires considerable simplification. So take what follows accordingly.

The disk subsystem consists of the following components:

- controller
  - BIOS
  - driver
- drive(s)
  - firmware
  - cache
- cables
- I/O bus
- peripheral bus

Where the peripheral bus between the controller and processor subsystem is PCI and, the I/O bus between the controller and drive(s) is, for high performance systems, SCSI. As usual, the chipset and motherboard, which implement the buses, are components of all subsystems.

When applications involve reading, or writing data from/to the disk, the data instructions/commands and specifications are passed by the operating system (e.g., under NT, the I/O Manager and file system driver) to the disk device driver for a specific controller.

The pipe metaphor I used for the whole PC system as well as the processor and graphics subsystems applies to the disk subsystem.

A Matter Of Drive

The device driver (1) translates data specifications from logical to physical and passes them, through the PCI bus, to the controller, which (2a) passes them to the disk drive. For read operations, the drive (3) processes the commands and searches for the data and (4a) transfers it, via its caching buffer, through the SCSI bus, to the controller, which (5) passes it through the PCI bus back to the processor subsystem (usually, memory). For write operations, data follows the same path to the drive, except that it is (2b) passed by the controller to the drive's buffer, to be written to the disk later. Obviously, the slowest step will determine the performance of the overall process.

The PCI bus operates at 133MB/sec. In wide (16-bit), ultra mode—its latest specification pertinent to non-server systems—the SCSI bus operates at a burst rate of 40MB/sec. With ultra-wide SCSI controller and drives and assuming implementations, cabling, and configuration are reasonably up to spec (see recommended system specifications sidebar), the "narrowest pipe section" is the drive. That is due to both its mechanical overhead and its disk data rate.

Transferring data between the processor and disk subsystems involves, other than data transfers per se, electronic overhead—software (driver) and firmware (controller and drive) command processing; and mechanical drive overhead (disk positioning for reads/writes). The latter is measured in milliseconds (ms), relative to less than 100 microseconds for the former. When data is not contiguous on disk, searches must be performed for almost all commands and, thus, the performance of random disk access (e.g. database operations) is determined primarily by the drive's mechanical overhead. With contiguous data only a search for the first sector is necessary, which means that for sequential access with large block reads (>128KB) (e.g. graphics and video files), the drive's data rate (throughput) and command processing overheads become more important. Drives cache data in their buffer to minimize mechanical latencies, as well as to smooth transfers between it and the faster bus and controller.

Data Access Time

A disk drive's electromechanical overhead is measured as average data access time, measured in milliseconds. It is the summed times of three steps in the electrically controlled

continued on page 100

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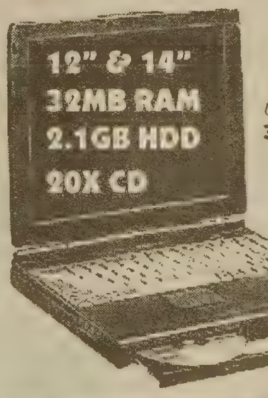

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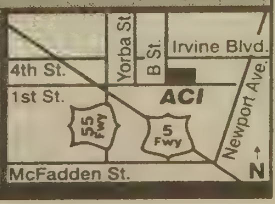

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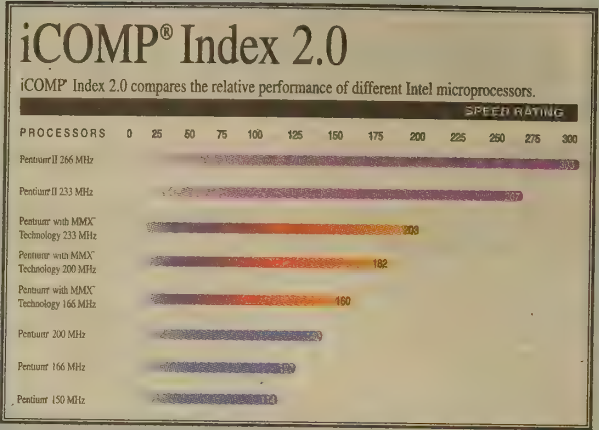

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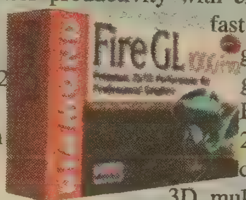

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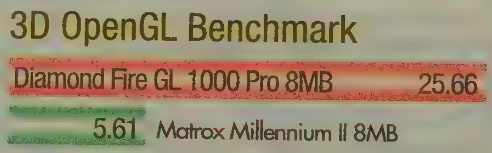

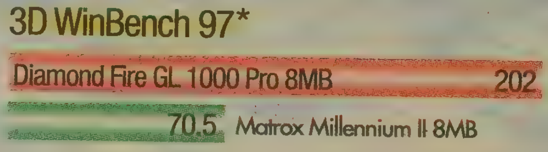

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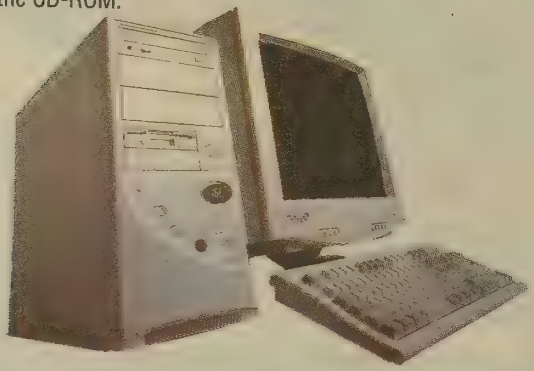

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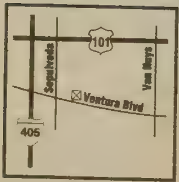

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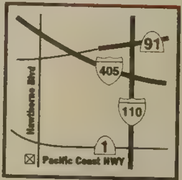

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- *Mid Tower Case, 7 Drive Bays
- *Microsoft Windows 95'

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- ****4.3GB Ultra ATA*** Hard Drive
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- ****24X*** EIDE CD-ROM Drive
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- *200 Watts Stereo Speakers
- ****56K Voice Fax Modem***
- *High Speed Serial / Parallel Port
- *104-Key ***Win95' Keyboard***
- *Hi-Resolution Mouse
- *Mid Tower Case, 7 Drive Bays
- *Microsoft Windows 95'

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Pentium®II 266	**$1349**	**Pentium® II 350**	**$1799**
Pentium®II 300	**$1499**	**Pentium® II 400**	**$1999**

ThunderMedia

- *Intel 440LX / 440BX AGP Chipset
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- ****64MB Hi-Performance SDRAM***
- *1.44MB Floppy Drive
- ****100MB IDE ZIP Drive***
- ****8.0GB Ultra ATA*** Hard Drive
- *Diamond ***Stealth 3D 4000 AGP*** 4MB
- ****17" ViewSonic E771*** .27 1280x1024 Monitor On-Screen Display Control, Win95 Plug & Play
- ****32X*** EIDE CD-ROM Drive
- ****Sound Blaster AWE64 PnP*** Sound Card
- ****Super Woofer & Satellite*** Speaker Systems
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- *104-Key ***Win95' Keyboard***
- *Hi-Resolution Mouse
- *Mid Tower Case, 6 Drive Bays
- *Microsoft Windows 95'

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Pentium®II 266	**$1649**	**Pentium® II 350**	**$2099**
Pentium®II 300	**$1799**	**Pentium® II 400**	**$2299**

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- *Intel 440LX / 440BX AGP Chipset
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- ****64MB Hi-Performance SDRAM***
- *1.44MB Floppy Drive
- ****100MB IDE ZIP Drive***
- ****8.0GB Ultra ATA*** Hard Drive
- *Diamond ***Stealth 3D 4000 AGP*** 4MB
- ****17" ViewSonic E771*** .27 1280x1024 Monitor
- *2nd Generation ***PC-DVD x2 Drive***
- ****MPEG-2 Dxr2*** Decoder Card
- ****Sound Blaster AWE64 PnP*** Sound Card
- ****Super Woofer & Satellite*** Speaker Systems
- *30+ Popular Bundled CD Titles
- ****US Robotics 56K V.90*** Fax Modem
- *High Speed Serial / Parallel Port
- *104-Key ***Win95' Keyboard***
- *Hi-Resolution Mouse
- *Mid Tower Case, 6 Drive Bays
- *Microsoft Windows 95'

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- ****32X*** EIDE CD-ROM Drive
- ****Sound Blaster AWE64 PnP*** Sound Card
- ****Super Woofer & Satellite*** Speaker Systems
- *30+ Popular Bundled CD Titles
- ****US Robotics 56K V.90*** Fax Modem
- *High Speed Serial / Parallel Port
- *104-Key ***Win95' Keyboard***
- *Hi-Resolution Mouse
- *Full Tower Case, 10 Drive Bays
- *Microsoft Windows 95'

Pentium®II 233	**$2099**	**Pentium®II 333**	**$2449**
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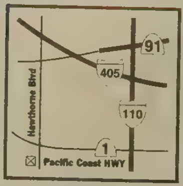
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Pentium®233 MMX

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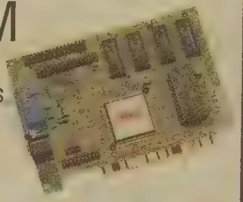

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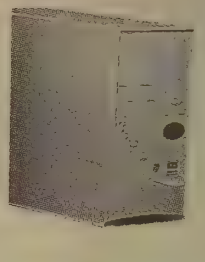

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512K Pipeline Burst Cache
Ball Bearing CPU Fan

Cyrix 6x86 MX PROCESSOR

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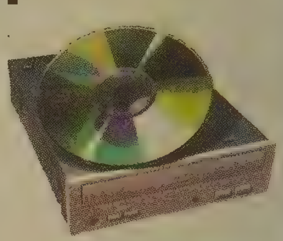

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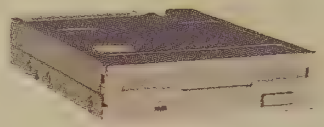

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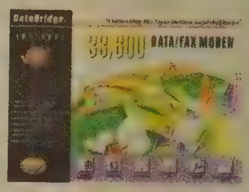
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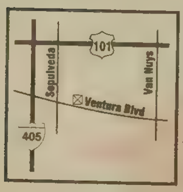
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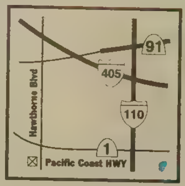
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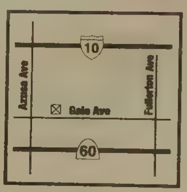
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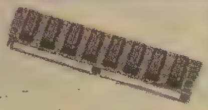

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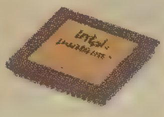

MMX
intel inside
pentium II

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AMD K6 MMX PROCESSOR

AMD K6 Processor
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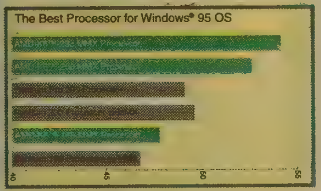

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K6-266	MMX	$259⁹⁹
K6-300	MMX	$349⁹⁹

MMX
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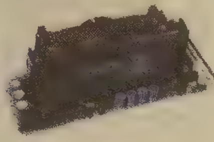
pentium II PROCESSOR

Intel Pentium II 266 Celeron CPU
Intel 440LX AGP AT Board
Ball Bearing CPU Fan



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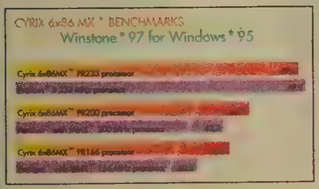
- Baby AT Form Factor
- 2x 168-Pin DIMM & 2x 72-Pin SIMM
- 3x PCI / 3x ISA / 1x AGP Slots
- Ultra DMA / 33, High Speed I/O

$289⁹⁹

Cyrix 6x86 MX™ PROCESSOR

6x86MX Processor
Intel Triton TX Motherboard
512K Pipeline Burst Cache



6x86MX-200	$149⁹⁹
6x86MX-233	$169⁹⁹
6x86MX-266	$239⁹⁹

MMX
intel inside
pentium

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Intel Triton TX Motherboard
512K Pipeline Burst Cache

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- 4xPCI / 3XISA Slots
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intel	166MMX $249	200MMX $269	233MMX $289

$149.99

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- 5xPCI / 2xISA / 1xAGP Slots
- Ultra DMA/33, ATX Form Factor

intel	233 $409	266 $479	300 $599
	333 $729	350 $829	400 $1029

$199.99

ASUS

P2B-S

- New 440BX 100MHz AGP Chipset
- Pentium II 233-400MHz+
- 4x168-Pin DIMM, 1GB Max
- 4xPCI / 2xISA / 1xAGP slots
- Ultra DMA / 33, ATX Form Factor
- Adaptec Ultra2 Wide SCSI (80MB/Sec)

intel	233 $559	266 $629	300 $749
	333 $879	350 $979	400 $1179

$349.99

ASUS

P2B-DS

- New 440BX 100MHz AGP Chipset
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- 4x168-Pin DIMM, 1GB Max
- 4xPCI / 2xISA / 1xAGP slots
- Ultra DMA / 33, ATX Form Factor
- Adaptec Ultra2 Wide SCSI (80MB/Sec)

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$499.99

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- Intel Triton TX Chipset, 75-300MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 2x168-Pin & 4x72-Pin SIMM
- 3xISA & 4xPCI / 1x Media Bus
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX [illegible]	200MMX [illegible]	233MMX [illegible]
AMD K6	K6-233 [illegible]	K6-266 [illegible]	K6-300 [illegible]
6x86	200MX [illegible]	233MX [illegible]	266MX [illegible]

$119.99

ASUS

TX97L

512K Pipeline Burst Cache
- Intel Triton 430TX Chipset, 75-300MHz
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- 3x168-Pin SDRAM DIMM, 128MB Max
- 4xPCI / 4xISA / IxMediaBus
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $229	200MMX $239	233MMX $259
AMD K6	K6-233 $229	K6-266 $309	K6-300 $399
6x86	200MX $199	233MX $219	266MX [illegible]

$119.99

ASUS

TXP4

512K Pipeline Burst Cache
- Intel Triton 430TX Chipset, 75-300MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 2x168-Pin & 4x72-Pin SIMM
- 3xISA / 4xPCI slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $209	200MMX $219	233MMX $239
AMD K6	K6-233 $209	K6-266 $289	K6-300 $379
6x86	200MX $179	233MX $199	266MX $269

$99.99

Iwill

P55XUW

512K Pipeline Burst Cache
- Intel Triton TX, ATX Form Factor
- Pentium, MMX, 6x86, M2, AMD K5, K6
- Adaptec Ultra Wide SCSI
- 4x72-Pin SIMM, 2x168-Pin DIMM
- 5xPCI / 3xISA Slots

intel	166MMX [illegible]	200MMX $349	233MMX $369
AMD K6	K6-233 [illegible]	K6-266 [illegible]	K6-300 [illegible]
6x86	200MX [illegible]	233MX [illegible]	266MX [illegible]

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512K Pipeline Burst Cache
- Intel Triton 430TX, 75-300MHz
- Pentium, MMX, 6x86, M2, AMD K5 & K6
- 2x168-Pin DIMM, 4x72-Pin SIMM
- 5xPCI / 3xISA Slots

intel	166MMX $209	200MMX $219	233MMX [illegible]
AMD K6	K6-233 $209	K6-266 $289	K6-300 $379
6x86	200MX $179	233MX $199	266MX [illegible]

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- Pentium II 233-400MHz +
- Dual Channel Adaptec 3940UW
- 4x168-Pin DIMM, 512MB Max
- 5xPCI / 2xISA / 1xAGP Slots

intel	233 $539	266 $609	300 $729
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- 4xPCI / 3xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $213	200MMX $229	233MMX [illegible]
AMD K6	K6-233 [illegible]	K6-266 [illegible]	K6-300 [illegible]
6x86	200MX [illegible]	233MX [illegible]	266MX [illegible]

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- New 440BX 100MHz AGP Chipset
- AGP, SDRAM, Ultra DMA Support
- 4x 168-Pin DIMM
- 4x PCI / 3xISA / AGP Slots

intel	233 $409	266 $479	300 $599
	333 $729	350 $829	400 $1029

$199.99

ABIT
Your Reliable Partner

LX6

- Pentium II 233-333MHz +
- New 440LX AGP Chipset
- AGP, SDRAM, Ultra DMA Support
- 4x 168-Pin DIMM
- 4x PCI / 3xISA / AGP Slots

intel	233 $359	266Celeron $339	266 $429
	300 $549	333 $679	400 N/A

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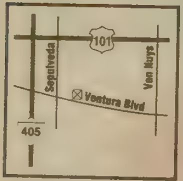

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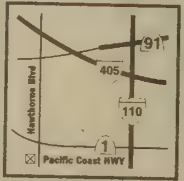

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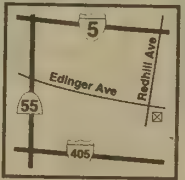

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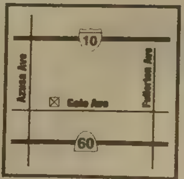

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- 4x PCI / 3xISA / AGP Slots

intel	233 [illegible]	266Celeron [illegible]	266 [illegible]
	300 [illegible]	333 [illegible]	400 N/A

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- 4xPCI / 3xISA / 1xAGP Slots
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intel	233 $509	266 $579	300 $699
	333 $829	350 $929	400 $1129

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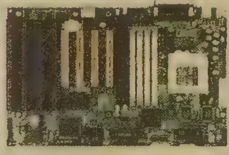

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- Intel 430TX, 75-300MHz, ATX Form Factor
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- 4x72-Pin SIMM & 2x168-Pin DIMM
- 4xPCI / 4xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $229	200MMX $239	233MMX $259
AMD K6	K6-233 $229	K6-266 $307	K6-300 [illegible]
6x86	200MX $109	233MX [illegible]	266MX [illegible]

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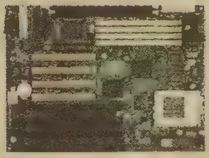

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- Intel Triton 430TX, 75-300MHz
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- 4x72-Pin SIMM & 2x168-Pin DIMM
- 4xPCI / 4xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $219	200MMX [illegible]	233MMX [illegible]
AMD K6	K6-233 $219	K6-266 [illegible]	K6-300 [illegible]
6x86	200MX [illegible]	233MX [illegible]	266MX [illegible]

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- 6x72-Pin SIMM, 2x168-Pin DIMM
- 5xPCI / 3xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $219	200MMX $229	233MMX $249
AMD K6	K6-200 $199	K6-233 $219	K6-266 [illegible]
6x86	200MX $189	233MX $209	266MX $279

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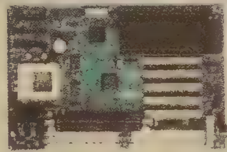

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512K Pipeline Burst Cache

- Intel Triton TX, 75-266MHz
- Pentium, MMX, 6x86, AMD K5, K6
- 6x72-Pin SIMM, 2x168-Pin DIMM
- 4xPCI / 4xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX [illegible]	200MMX $219	233MMX [illegible]
AMD K6	K6-200 [illegible]	K6-233 [illegible]	K6-266 [illegible]
6x86	200MX $179	233MX [illegible]	266MX [illegible]

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512K Pipeline Burst Cache

- Intel Triton 430HX, 75-233MHz
- Supports Single or Dual Processor
- Pentium, MMX, 6x86, AMD K5
- 8x72-Pin SIMM, 256MB Max
- 4xPCI / 5xISA Slots

intel	166MMX $269	200MMX $299	233MMX $319
AMD K6	K6-200 $269	K6-233 $285	K6-266 N/A
6x86	200MX $259	233MX N/A	266MX N/A

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PA-2007

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- 3xISA / 4xPCI Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $219	200MMX $229	233MMX $249
AMD K6	K6-233 $215	K6-266 [illegible]	K6-300 [illegible]
6x86	200MX [illegible]	233MX [illegible]	266MX [illegible]

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440LX AGP

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	300 [illegible]	333 [illegible]	400 N/A

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- 3xPCI / 3xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $169	200MMX $179	233MMX [illegible]
AMD K6	K6-200 $149	K6-233 $169	K6-266 N/A
6x86	200MX $139	233MX N/A	266MX N/A

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- 4x72-Pin SIMM, 2x168-Pin DIMM
- 4xPCI / 3xISA / AGP Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $199	200MMX $209	233MMX $229
AMD K6	K6-233 $199	K6-266 $270	K6-300 [illegible]
6x86	200MX $169	233MX $189	266MX $259

$89.99

intel Chipset

Intel Triton TX

512K Pipeline Burst Cache

- Intel Triton 430TX, 75-300MHz
- Pentium, MMX, 6x86, M2, AMD K5 & K6
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- 4xPCI / 3xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $179	200MMX [illegible]	233MMX [illegible]
AMD K6	K6-233 [illegible]	K6-266 [illegible]	K6-300 [illegible]
6x86	200MX [illegible]	233MX [illegible]	266MX [illegible]

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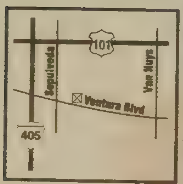

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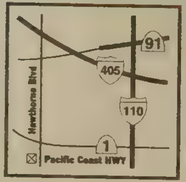

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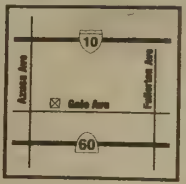

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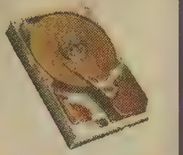

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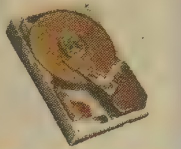

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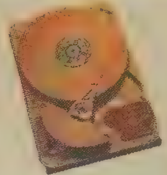

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- 512K Buffer
- 40MB/sec Transfer Rate
- 3 Year Warranty

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Seagate BARRACUDA

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- 7200 RPM
- 512K Buffer
- 40MB/sec Transfer Rate
- 3 Year Warranty

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Seagate CHEETAH

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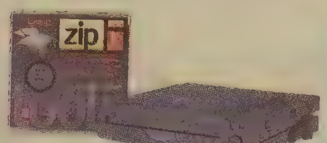

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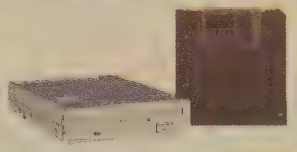

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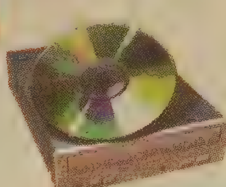

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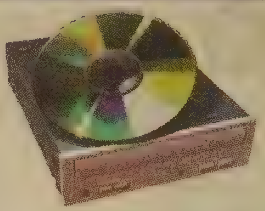

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- 128K Buffer
- 3.6MB/Sec Transfer

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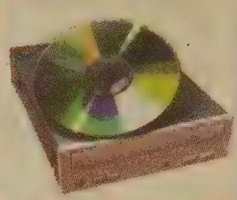

- 80ms Access Time
- 256K Buffer
- 4.8MB/Sec Transfer

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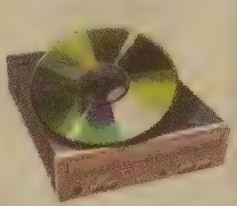

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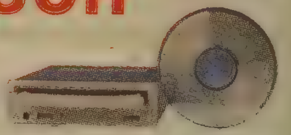

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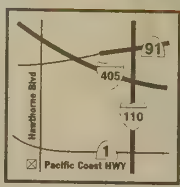

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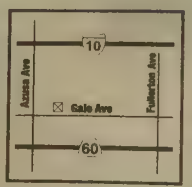

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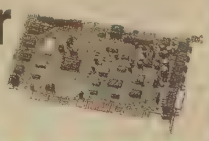

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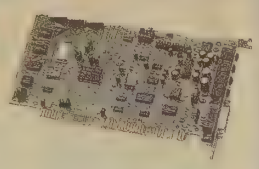

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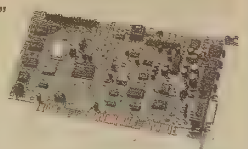

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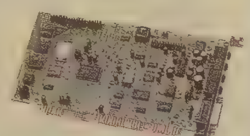

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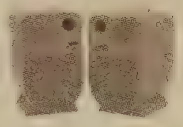

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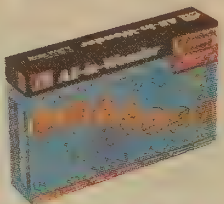

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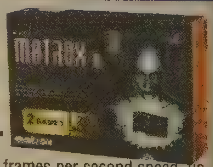

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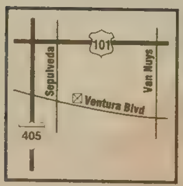

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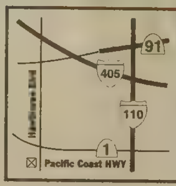

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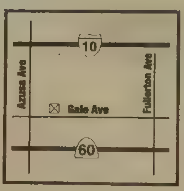

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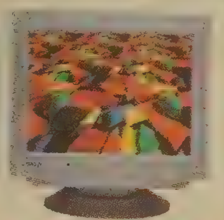

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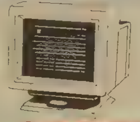

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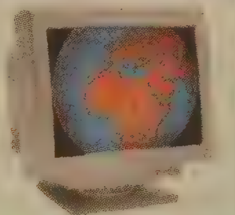

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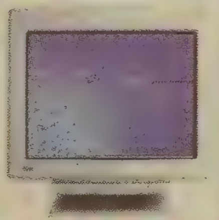

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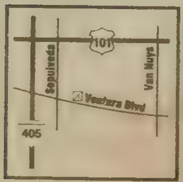

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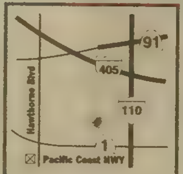

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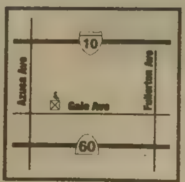

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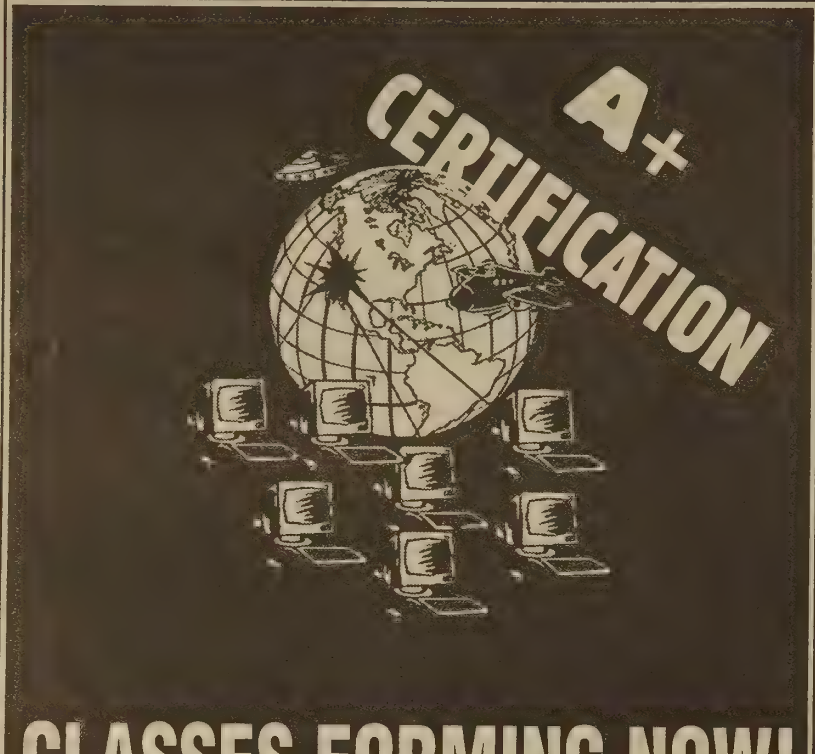

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(Price ranges are mail order, unless otherwise specified) mechanical process of getting a drive's read/write heads to the disk locations where they need to read/write data:

avg. data access time = seek time + head switch time + rotational latency

Seek time is the time it takes the actuator arm to move a head between disk tracks. 3.5" drives have about 3,000 tracks per platter; it can take anything from 2ms to move between adjacent tracks, to 20ms between the outest and innest track. Average seek time is the time it takes to move for a randomly located request.

Only one head can read/write at a time, so head switch time is the average time it takes the drive to switch between two heads when reading/writing.

When a head is positioned over the right track, it must wait for the drive to spin its platter to the correct sector. On average, the wait time is half of a full spin, which is called rotational latency. Obviously, as Table 1 shows, the faster a drive rotates, the shorter the latency. But because faster rotation produces more heat and drive wear, manufacturers also employ various other techniques to minimize latency.

For the best performance for a wide range of workloads with varying mixes of sequential/random access, reads/writes and block sizes—which is what applications generate—you should get the ultra-wide SCSI drives with the fastest rotation speed, lowest mechanical overhead, highest throughput, and largest, smartest buffer you can afford.

Drive Data Rate (Throughput)

When it gets to the proper location, the head reads/writes from/to the disk, an electronic process of transferring data from disk to the controller, or vice-versa. Since, as explained above, the controller and buses (not to mention the processor subsystem to which the controller must pass the data) operate at much faster rates than drives, the data is passed through the drive's buffer/cache which, depending on the buffer's organization and size, can improve performance by 50–100%.

A drive's data rate (or sustained throughput), measured in MB/sec, is the rate at which the drive can read/write data from disk/buffer to buffer/disk. This rate is determined by various factors, such as spindle speed, recording method and density, data organization, and access method, etc.

Note that drives have more sectors on the outer than on the inner tracks, which means that more data is transferred during outer than during inner accesses. Thus, data rates decrease across the disk from the out in, which is why operating systems partition and write to disk starting from the outermost section. Look, therefore, for minimum and maximum media rate specifications to get a complete sense of a drive's performance. Some vendors, e.g. Quantum, provides only an average rate. It should be remembered that write and read rates may differ slightly.

This discussion generally applies to removable and CD-ROM drives and There are, however, operational differences between them and hard drives, e.g head switch time does not apply.

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Published Specifications

Since the processor subsystem is the fastest relative to all other subsystems (even the 66MHz memory bus operates at 532/sec), your system will be as fast for disk intensive applications as the drive(s) you select. From the above discussion, it follows that for the best performance for a wide range of workloads with varying mixes of sequential/random access, reads/writes and block sizes—which is what applications generate—you should get the ultra-wide SCSI drives with the fastest rotation speed, lowest mechanical overhead, highest throughput, and largest, smartest buffer you can afford.

Table 1 shows the published specifications of the drives in the recommended system specifications.

DRIVE SPECIFICATIONS

	9ZX	Viking II	SyJet	UltraPleX	LS-120[4]
Rotational speed (rpm)	10,000	7,200	5,400	6,890	720
Buffer (KB)	630	512	512	512	8
Sust. Thruput (out-in) (MB/s)	17.0-10.5	8.0-14.0[2]	6.9-3.7	4.8-2.0	.375-.681
Average seek time r/w (ms)	6.3/7.7	<8.0-8.5/ <9.0-9.5	6.4	~80	70
Head switch time (ms)	.83	1.0-1.5	[3]	[3]	[3]
Rotational latency (ms)	3.0	4.2	5.6	~5	41.7
Avg. Access Time[1] r/w (ms)	10.1/11.5	13.2-14.2/14.2-15.2	12.0[2]	85	111.7

[1] = avg. seek time + head switch time + rot. latency

[2] average

[3] not applicable

[4] IDE device

Notes: Care needs to be exercised with published specifications, as vendors may use different terms for the same numbers, or the same term for different numbers.

Comments

While EIDE drives are less expensive than SCSI drives and work with a controller built into the motherboard (the SCSI controller is purchased separately), tests have shown that they are slower than SCSI drives. This is true even of UltraDMA drives supporting a bus rate of 33MB/sec, close to the ultraSCSI rate of 40MB/sec. That is, on the one hand, due to their maximum rotational speed of 5,400rpm (rotational latency 5.7ms), smaller caches and lower media rates; on the other hand, the SCSI standard has performance enhancing features such as "connect-disconnect" and "tagged queueing," not available for EIDE. Of course, if you use more than four devices (e.g. 3 hard drives, a CD-ROM drive, a removable drive and more, only SCSI supports 7, or even 15).

Ultra-wide SCSI is sufficient for most standalone systems. Given the media rates in Table 1, only if your applications simultaneously and heavily access more than two or three drives, will the 40MB/sec bus be saturated, in which case you need to use a Ultra2 controller and drives, which are more expensive, but operate at double that rate, 80MB/sec, over the SCSI bus.

The Ultrastar 9ZX drive is somewhat thicker (1.6") and runs hotter than 7,200rpm drives such as the Viking II (1"). It has IBM's built-in Drive-Temperature Indicator Processor (Drive-TIP) feature, which automatically monitors disk drive temperature and is supposed to alert the user when the recommended temperature is exceeded. It is implemented within the industry's SMART specifications, which include other features, such as Predictive Failure Analysis (PFA). SMART requires, however, operating system support, which is not available in NT 4.0. Some such support may become available in NT 5.0, but the details and relationship to Drive-TIP are not clear.

While EIDE drives are less expensive than SCSI drives and work with a controller built into the motherboard (the SCSI controller is purchased separately), tests have shown that they are slower than SCSI drives.

The 9ZX manual specifies cooling requirements, but in a way that the average user may find hard to fulfill. If you go for a 10,000rpm, or even a 7,200rpm drive, make sure your case has multiple, properly located fans and good air circulation (and is, preferably, certified for such drives). You may want to use cooling bay enclosures, which have fans of their own. (The one listed in the recommended system specifications has two.) Don't skimp either on the power supply, as multiple high-end drives consume more power; or on SCSI cables, as the average cable may not be up to the SCSI specs (more on these subjects in a future column).

What distinguishes the UltraPleX is that it is an ultra SCSI drive. Thus, while other CD-ROM drives support the SCSI bus rate of 10MB/sec, the UltraPleX doubles that to 20MB/sec, improving the performance of large block sequential access, the most common type of CD operations.

Identify the versions of your components' BIOS/firmware (this can be done via NT's Control Panel/SCSI Adapters facility) and check the vendors' Web site, or with technical support for the latest. Sometimes there are upgrades which fix bugs, or can improve performance considerably. You may be able to upgrade yourself, using a vendor supplied utility.

To see if actual performance matches the published rates, stay tuned for benchmark results over several common application workloads.

Author's Note

I would like to thank Chen Lu from Adaptec, Steve Kennedy and Skip Shapiro from Quantum, and Pat Wadkins from IBM, for their help with this article.

You can find up-to-date information about this series—including latest recommended system specifications and pertinent links—as well as information not incorporated in the articles due to space constraints (e.g. software recommendations) at *www.microtimes.com/32bitres.html* . ◆

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Resources:

Tom's Hardware Guide

http://sysdoc.pair.com

SMART Specifications

www.storage.ibm.com/oem/tech/pfa.htm

www.storage.ibm.com/hardsoft/diskdrdl/technolo/drivetemp/drivetemp.htm

www.seagate.com/support/disc/papers/smart.shtml

The SCSI Trade Association

www.scsita.org

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Net-Enabled Good Deeds From The Small Office

Plus: Gilligan Meets Babelfish

By Birrell Walsh

The San Francisco Street Project's Web server is donated by one volunteer. Other volunteers handle all the coordination and publicity. Many thousands of hours of work have been provided to worthwhile causes throughout the Bay Area. Total budget for the project last year was $200. This is Internet leverage at its best.

For millions of people, the Internet is abolishing spacetime. Distant people used to be days of driving removed, at the far end of a slowly-delivered letter, or long and expensive telephone lines away. But for those on the Internet, connection approaches simultaneity, and cost is very, very low.

The collapse of distance has meant people can join in new combinations. Alliances that wouldn't have been practical just ten years ago are now easy. While most of us run businesses from our small offices, some people have found ways to help others as well.

This month we look in on three imaginative small-office-based Internet programs that help other people, relocate small dogs, and revive local economies.

Readers have also contributed many translation adventures in response to our invitation several issues ago. We will look at some of them.

The San Francisco Street Project

A few years ago in New York some people wanted to help others, but they had limited time. They just could not make the commitment to be a long-term volunteer.

A lot of us would shake our heads at that point and move on. But these people found a way to involve themselves and others in short-term volunteer work through the Internet. The New York Street Project has been replicated in San Francisco, Boston, Chicago, Los Angeles, Philadelphia, and Hong Kong. Projects are now being developed locally in Tampa, Dallas, London, and Haifa.

I first learned of the San Francisco Street Project when a crowd of volunteers from SFSP showed up to answer pledge phones at KQED, San Francisco's public television station. Between pledge breaks, co-chair David Maltz told me how he got into the SFSP. "I really wanted to get involved in my community, but didn't know where to start, so I did a Yahoo! search for 'San Francisco' *and* 'volunteer' and came across the SFSP Web site. I signed up for the Christmas in April project and just got hooked.'"

The San Francisco Street Project is an all-volunteer network operated entirely on the Internet. People visit the Web page and sign-up. They then receive a monthly email newsletter about upcoming weekend and evening projects that require only a few hours per event.

Volunteers put together the lists of projects that need doing, and volunteers coordinate the arrival of the other volunteers at the sites where work will be done. Projects have included the Salvation Army Gateway, Trips For Kids, Glide Memorial Church, Women's Initiative for Self Employment, and SF Food Bank as well as Christmas in April. The participants are able to make a real contribution without making a long-term commitment. Those who want to do more can join with the agencies being served, or they can help with the Street Project's own effort.

Volunteer publicist Karen Lee says of her experience: "I got involved with SFSP because it is a perfect organization for busy professionals. I get the monthly newsletter via email, and if a project fits into my schedule, then I sign up for it electronically. I am not obligated to commit to any one organization and I can choose not to volunteer without feeling guilty.

"I truly believe in SFSP's operating mode. It does not actively seek donations from its members; it is an organization that tries to serve its community by motivating people to donate time instead of money."

The SFSP's occasionally slow Web server is donated by one volunteer. Other volunteers handle all the coordination and publicity. Many thousands of hours of work have been provided to worthwhile causes throughout the Bay Area. Total budget for the project last year was $200. This is Internet leverage at its best.

The Dachshund Underground Railroad

My friend Djovida is a tough, resilient man. When he was laid off from his job at age 50, he responded (after, he says, "giving myself six months to be depressed") by creating his own computer installation and networking business, and a parallel

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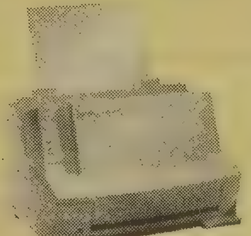

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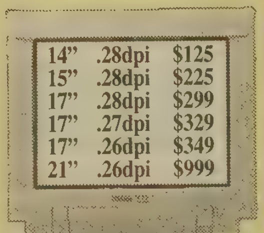

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Web page consultancy. He is well on his way to being approved by Microsoft as an MCSE, a Microsoft Certified Systems Engineer. He practices karate and rides hundreds of miles on his bicycle.

So you might be surprised to hear that Djovida and his wife dote on their three miniature dachshunds. He created a Web page for them, and he got involved with one of the Internet's most extraordinary projects, the Dachshund Underground Railroad.

The Dachshund Underground Railroad is coordinated by email and a Web page, and wouldn't be possible without them. A national effort is centered on one small home computer.

Founder Lisa Fitch says, "The network of email mailing lists is how we all seem to find new adoptive families for rescue dachshunds that are out there without a home. The Underground specifically works on the transportation. I get a call or an email that someone wants to adopt a rescued dachsie not from their area. They tell me where the new owner is and where the dog is. I live by the Rand McNally Trip Maker CD. I plot the quickest trip and start emailing people on my database that live along the route. After coordinating everyone the dog is on his/her way home.

Alliances that wouldn't have been practical just ten years ago are now easy. While most of us run businesses from our small offices, some people have found ways to help others as well.

"About the group. We are 175 drivers strong right now, in 42 states and two countries. Yep, drivers in Canada as well. I started up the organization in October 1997. We have finished 13 transports."

When I spoke to Djovida the other day, he was scheduled to pick up a dachshund named Tiffany in San Jose and drive her to Santa Rosa. Another volunteer would receive her there and drive her further north, to yet another unpaid chauffeur. Tiffany's eventual destination is Whitefish, Montana. By the time you read this she will have been driven a thousand miles and will be settled in her new home.

Trinity River Community Cooperative

Rural poverty is a serious problem, even in affluent California. Many people moved "back to the land" years ago, and found themselves in beautiful places with little or no economic base. Some returned to the cities; some stuck it out and endured the part-time work and unemployment. They have become locals now, striving to survive along with people who have been resident for generations.

In California's Trinity Alps, some folks are trying a new tack. They are gathering local artisans and marketing their wares through the Internet. I exchanged email with Karen Zimmer, who reports: "Where I live it is in the middle, literally, of the woods, bordering the wilderness areas, right on the Trinity River. If you have never been here, it is as nice as it gets in the summer. Late July, the water is warm and swimming is great, along with rafting of course, and fishing for salmon and steelhead.

"Anyway, to get approval we had to write an action plan for this area. In it we put that we needed technology to keep up with the rest of the world. Luckily for me, I have a lady friend who helped me, and we now have global interface on three computers right here. We just received another grant for forming the Trinity River Community Cooperative, which will market hand-

continued on page 110

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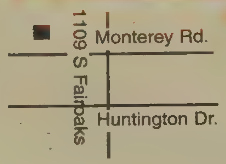

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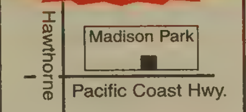

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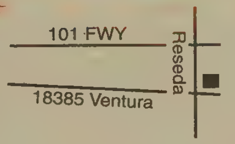

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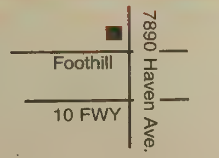

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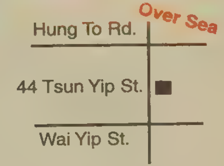

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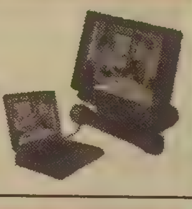

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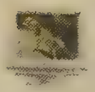
14" 
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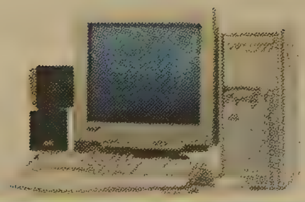

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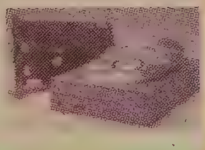

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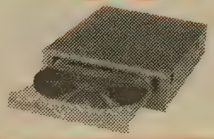

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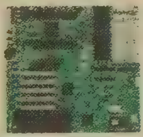

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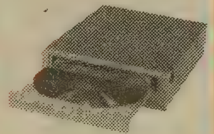

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continued from page 106

made, local items, hoping to import money and export unique and quality items. The Land of the Wild Spirit will be our brand label. Each thing we make, people will take home and feel a part of this environment.

"We have a long way to go, but for some reason we are the ones everyone is watching to see if we work out. So far we are doing great. We had an Internet Workshop last weekend where we got more than 42 people to show up! It was just great, here in the middle of nowhere, to see the cars lined up. We have so much still to do on the Web pages, but at least it's a start."

The Internet allows small, rural cooperatives and businesses access to markets around the world. The Trinity River Cooperative may be a model for a whole new type of commerce. Locally based people can reach a worldwide constituency for the price of a computer and an ISP hookup. Keep an eye on these people!

The Internet allows small, rural cooperatives and businesses access to markets around the world. The Trinity River Cooperative may be a model for a whole new type of commerce. Locally based people can reach a worldwide constituency for the price of a computer and an ISP hookup.

"On The Brink Of Madness This Small Boat": More On The Vagaries Of Translation

Several months ago we invited people to visit Alta Vista's Translation Service, a free Web-based translator. It is amazingly good, but like all mortals it slips. If you translate text from English to other languages and back several times, the final result will be only whimsically related to the original. The process is called Babelfishing, after Douglas Adam's mythical translator (and of Alta Vista's translator site).

People from as far away as Great Britain went Babelfishing; here are some of the results they reported:

You begin with an English text, and translate it into one of the seven languages provided. You translate the result back into English. Then you translate the new English version into a second language, and so on, accumulating meaning-drift at each step.

Russell Kavanaugh of Huntington Beach shows how the process works.

"Dear Mr. Walsh:

I really enjoyed your article in the February 27, 1998, issue of MicroTimes. *So motivated, I picked a 25-word phrase to run through the translation Web site you mentioned. I'm sure you will recognize it!*

I tried several variations of order, but was most pleased with my first try, which was simply the order that the languages appear in the selection menu. I especially liked the way the Spanish translation turned "on the edge" to "the brink of madness," which I think is very appropriate for the subject matter of my phrase (or those that have endured endless reruns).

***Original:** Sit right back and you'll hear a tale, a tale of a fateful trip. That started out from this tropic port, aboard this tiny ship.*

***French:** Reposez bien arrière et vous entendrez un conte, un conte d'un voyage fatidique. Cela a commencé dehors à partir de ce port tropical, à bord de ce bateau minuscule.*

***English:** Rest quite back and you will hear a tale, a tale of a fateful voyage. That started outside starting from this tropical port, on board this tiny boat.*

continued on page 114

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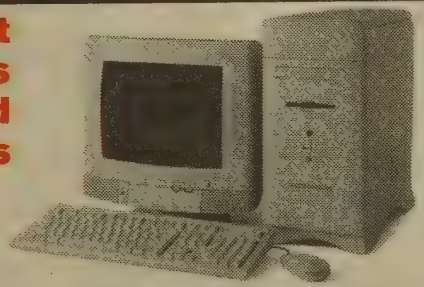

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AXIS

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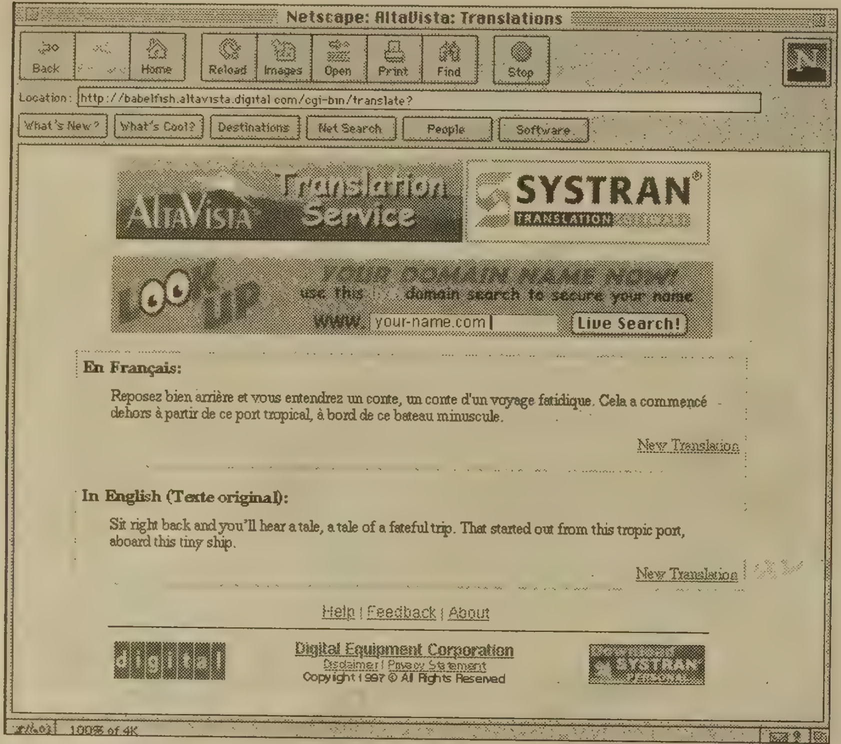
German: *Rest ziemlich zurück und Sie hören eine Geschichte, eine Geschichte einer fateful Reise. Diese begonnene Außenseite, die von diesem tropischen Kanal, an Bord dieses kleinen Bootes abfährt.*

English: *Remainder rather back and you hear a history, a history of one fateful journey. This exterior begun, which drives off from this tropical channel, on board this small boat.*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En Français:

Reposez bien arrière et vous entendrez un conte, un conte d'un voyage fatidique. Cela a commencé dehors à partir de ce port tropical, à bord de ce bateau minuscule.

In English (Texte original):

Sit right back and you'll hear a tale, a tale of a fateful trip. That started out from this tropic port, aboard this tiny ship.

Italian: *Di resto la parte posteriore e voi piuttosto sentono una storia, una storia di un viaggio fateful. Questo cominciato esterno, che elimina da questa scanalatura tropicale, a bordo di questa piccola barca.*

English: *Of rest the posterior part and you rather feel one history, one history of a travel fateful. This begun external, that it eliminates from this tropical rabbet, to edge of this small boat.*

Portuguese: *Do descanso a parte e você posterior sentem rather um history, um history de um curso fateful. Este externo começado, aquele que elimina desta ranhura tropical, à borda deste barco pequeno.*

English: *Of the rest the part and posterior you feel to rather one history, one history of a course fateful. This external one started, that one that it eliminates of this tropical groove, to the edge of this small boat.*

Spanish: *Del resto la pieza y el trasero que usted se siente a algo una historia, una historia de un curso profético. Éste externo comenzó, aquél que elimina de este surco tropical, al borde de este barco pequeño.*

English: *Of the rest the piece and the buttock that you feels like to something a history, a history of a prophetic course. This one external one began, that one that it eliminates of this tropical furrow, on the brink of madness this small boat."*

Thank you Mr. Kavanaugh for yeoman work! For other respondents, space allows only the English they began with and the final result.

Rev. L. Lee Sissel in Alaska said of his wife: "I love Tonya because she is a woman of great beauty and worth." After a number of translations he had, "Master to Tonya, because the great beauty is and a value of the woman." He also translated "Seventy-six trombones led the big parade" just into Portuguese and back, and got "Seventy-six trombones had lead to the great stop."

Tim Lavalli of San Francisco translated the Saturday Night Live line, "Would you like a wolverine?" into Spanish and back, and got, "You have taste of wolverine?" And, "oh boy does I like wolverine."

Deborah Diemand in Vermont started with, "The driver gave the lab a blow upside the head when it lost its lunch in the cab." A few excursions later she had, "The manager gave to the laboratory, which is upstream from impact the heading, when he destroyed his lunch in the cab."

Teresa Carrigan of Decatur, Illinois, saw the sign, "For lease or build to suit" while picking up her daughter from school. It went to French, Spanish, and German and came back as, "For use or the structure with the complaint."

Richard Coppen in the United Kingdom found this original in a book of postage stamps: "These stamps are valid whatever the current postage rate and may be used for First Class items up to 60g within the UK or up to 20g to countries in the European Union (EU)." After visits to Italian, French, and German, it was "These bubbles are all valid current of kinetics to contresign and can for the first articles of the category of the code to 2' with a maximum the kingdom united by 60 G in or to 20g with the countries in the European link be used (CREDIT them)."

Rev. Walt Snyder in Texas translated from the Lutheran Book of Concord, the Augsburg Confession, Article 4. After several steps he had, "Also it informs to the fact that the man cannot his exclude before God by his clean force, the degree of the operation of transmission, or the work but his excludes freely in inte'ret of Christian d, by the faith of d, if they think that he received his in preference of d, and that you pardon to sins your inside inte'ret of d of the Christian of d, by your death, satisfaction of the form for ours the sins. This God of the faith loads for righteousness in its Vista for above. Novels 3 and 4." Walt adds that he won't be doing much theology by Babelfish.

Finally, Scott Hillman of San Francisco writes:

"Ok. I decided to enter the voice of the fish contest. I translated the following message: 'No Oversized Polynesian-style Bamboo horses were harmed during the production of this motion picture; however, many wicker lawn chairs gave their lives.'

"This from the show *Xena the Warrior Princess* by the way. After 21 translations (English-German-English-Portuguese-English-Italian-English-French-English-Spanish-English-German-English-Portugese-English-Italian-English-French-English-Spanish-English-German-English) I got the following.

"It is not no horse of large Bambusses of the additional type of Polynesian during the process of this figure of the movement, if even vario the chairs of the basket of the cap of the data signal, not there for the Synopse of the Extension of the life span were to be indicated damaged.'"

Read that aloud for added pleasure.

Is there a serious business point here? I think the moral is that computers are not too good at textual nuance. Before you trust an important document to computer translation, remember what happened to the horse of large Bambusses. ◆

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Resources:

The San Francisco Street Project
www.sfsp.org

New York Street Project, with pointers to other Street Projects around the world
www.streetproject.org

Dachshund Underground Railroad
www.geocities.com/Heartland/Prairie/5370/

The Trinity River Community Cooperative
www.snowcrest.net/wildspirit/

Altavista's Translator
http://babelfish.altavista.digital.com/cgi-bin/translate?

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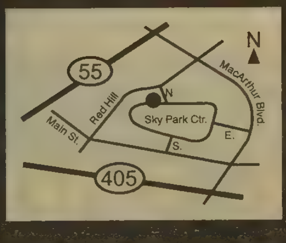

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STEP ONE: PICK A SYSTEM.
○ PC NAME BRAND ○ MACINTOSH
○ PC COMPATIBLE ○ Network WORKSTATION
○ PC NOTEBOOK ○ Network FILESERVER
○ MACINTOSH NOTEBOOK

PICK YOUR PREFERENCES
○ Name Brand
○ Compatibles
○ No Preference

Step 1: Enter PC System Brand Name & Model #. If Preference
Step 1: Enter NoteBook Brand Name & Model #. If Preference

Quantity / Choices
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨
10 or More ○

My budget is: ○ Under $1000 ○ $1000 to $1999 ○ $2000 to $2999 ○ $3000 to $3999 ○ $4000 to $4999 ○ Over $5000

Call Me For A More Detailed Quote. ○ Quote Me For Selected Upgrade/Peripherals Choices Only. ○

STEP TWO: SYSTEM CONFIGURATION:
○ INTEL ○ PENTIUM ○ PENTIUM MMX ○ PENTIUM PRO ○ PENTIUM II ○ DUAL CPU'S
○ MACINTOSH ○ MACPOWER BOOK ○ MacCLONE ○ AMD ○ CYRIX

CPU MHz & SPEED:
○ 5X86 ○ 6X86 ○ PowerPC ○ K-6
○ 400 ○ 333 ○ 300 ○ 266 ○ 233 ○ 200 ○ 166

BUS TYPE: ○ PCI ○ ISA

CACHE ○ 64K ○ 128K ○ 256K ○ 512K

RAM: ○ EDO ○ SRAM ○ 4MB ○ 8MB ○ 16MB ○ 32MB ○ 64MB ○ 128MB

MONITOR: ○ SVGA ○ VGA ○ MONO ○ 26 DPI
○ 15" ○ 17" ○ Non Interlace ○ 28 DPI
○ 20" ○ 21" ○ Multisync

HARD DISK DRIVE: ○ 1GB+ ○ 2GB+ ○ 3GB+ ○ 6GB+
○ IDE ○ SCSI ○ ZIP DR ○ JAZZ ○ 2.5GB+ ○ 4GB+ ○ 8GB+

FLOPPY DRIVE: ○ 1.44MB

FAX MODEM: ○ Internal ○ External ○ 33600bps ○ 56000bps

CASE TYPE: ○ Mid Tower ○ Desktop ○ Full Tower

VIDEO CARD RAM ○ 1MB ○ 2MB ○ 3MB ○ 4MB ○ 8MB

POINTING INPUT DEVICES: ○ Any Mouse ○ MS Mouse ○ Keyboard
○ Serial ○ Bus ○ PS2 ○ Trackball ○ Joystick ○ Ball Point ○ Pen

OPERATING SYSTEM NEEDED: ○ Windows 95 ○ OS2/Warp
○ Mac ○ Win NT ○ UNIX

STEP THREE: MULTIMEDIA UPGRADE ○ Please Add To Step 1 & 2 Quotation ○ Please Quote Me Separately

CD ROM DRIVE: ○ Internal ○ External
○ IDE ○ SCSI
CD ROM TITLES INCLUDED: ○ 1-5 ○ 5-10 ○ 11+

○ 32X ○ 24X ○ 20X ○ 16X ○ 12X

○ BRAND NAME ○ No Brand Name Preference
CD ROM Brand Name and Model Number

SOUND CARD ○ 64Bit ○ 32Bit ○ 16Bit

SPEAKERS ○ Less Than 25W ○ 25 to 50W ○ 50 to 75W ○ More Than 75W

STEP FOUR: NOTEBOOK SECTION - Please Note You Must Make Choices In Steps 1 & 2 To Complete Step 4

SCREEN TYPE: ○ 10" ○ 11' ○ 12'
○ Active Color ○ Dual Scan ○ 13'

PCMCIA SLOT: ○ Type II ○ Type III ○ Type IV

○ Audio Capable ○ Docking Station ○ Extra Battery
○ Fax Modem ○ CD\MultiMedia

STEP FIVE: NETWORKING NEEDS: ○ Please Contact Me on My Networking Needs Indicated Below
○ Software ○ Hardware ○ Consultation ○ Design ○ Installation ○ Administration ○ MS Workgroups
○ Users 2 to 10 ○ Users 10 to 50 ○ Users Over 50 ○ Lantastic ○ Apple Talk ○ Novell ○ MS NT

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STEP SIX: UPGRADES & PERIPHERALS: ○ Ink Jet Printer ○ Tape Backup ○ Accelerator ○ Digitizer
○ Laser Printer ○ Color Printer ○ Dot Matrix Printer ○ Flat Bed Scanner ○ Hand Scanner

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QUOTATION HOTLINE

Internet Email Strategies

Simple Techniques For Better Results

By Auren Hoffman

When I say mass mail I don't mean "spam," which I hate and do not condone. I mean sending out relevant information to people that actually signed up for it, in which you are honest about your intentions, the email address the mail is coming from, and you personalize the message.

One of the Internet's most powerful functions is electronic mail. Email can give you a quick and cheap way to make contact with your customers.

With all the talk of the World Wide Web, Java, and Internet telephony—electronic mail is still the best means of communicating ideas directly to customers, clients, and colleagues. What email lacks in two-way interaction it makes up in simplicity and effectiveness.

Email allows a site like ours at BridgePath to send out thousands of job announcements every day; it also allows companies to deliver targeted promotional offers to their customers.

You can send targeted electronic mail directly to people in your database by building a query with off-the-shelf tools from companies like Netscape, Allaire, NetDynamics, Microsoft, and others. For example, take a site where you have a login and a password for members. As the site operator, you want people to return often—so you might send a message to all your members who haven't logged into the site in the last month. Something like:

From = "*bob@EMAILisCool.com*"
To = "<Recipient's email>"
Subject = "Have not logged in"

Dear <First Name>,

We noticed you haven't logged into EMAILisCool since <Date of Last Login> and we thought that you might benefit from our new content.
Just a reminder, your Login ID is <Login ID>.
Please visit *http://www.EMAILisCool.com* today.
Thank you.
Bob Smith
EMAILisCool
http://www.EMAILisCool.com
bob@EMAILisCool.com
This message was sent to <Recipient's Email>.

In this example, we might mail all the people that have signed up to be members of the EMAILisCool site—not including people who have signed up in the last three months or who have logged into the site in the last month. Basically, we want to mail reminders to members who were once interested in the EMAILisCool site but have now lost interest or forgotten about the site. We don't want to lose these old customers, and we want to get them back to the site.

Notice the mail message. The first thing you will see is that it comes directly from Bob Smith and not from some general mailbox. You want the mail message to be as personalized as possible (hence the addition of the customer's first name) and people like to get mail from other people—not from some random system.

I like the feature of including the email address the message was sent to at the end of the message. I have over 40 email addresses and most of them forward to the same spot—so it is nice to see what email address I used when I registered at a particular site.

Also notice the URL is listed twice and the URL begins with "http://". I hate getting URLs without the "http://" because then I can't click on them directly from the email client. Does the sender actually expect me to copy and paste the URL? The objective of this email message is to get the customer to visit the Web site—so make it as easy as possible for them.

Sending out a message like the one above is guaranteed to get you more traffic to your site.

Optimizing Flow

Of course email is not without its quirks, negatives, hardships, or flaws. One big problem is that if you have a slow mail server, sending mass mail can be a real drain on your server. If you are sending out 20,000 emails a day, like we do at BridgePath, this could be a real problem. Many languages like Cold Fusion and ASP can be very processor-intensive for mail and might take over 95% of your CPU power with a slower server.

When I say mass mail I don't mean "spam," which I hate and do not condone. I mean sending out relevant information to people that actually signed up for it, in which you are honest

continued on page 122

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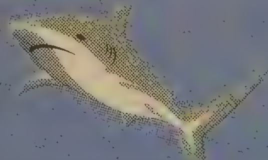

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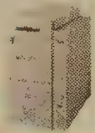

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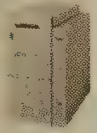

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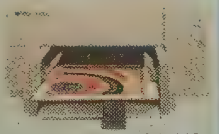

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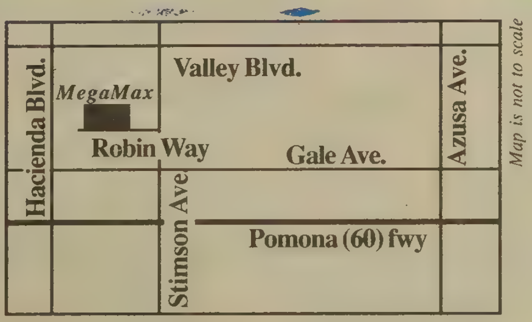

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email strategies *continued from page 118*

about your intentions, the email address the mail is coming from, and you personalize the message.

You can't totally remedy this problem, but you can take two steps to minimize the consequences.

- **Schedule Mass Mailings For Off-Peak Hours:** For sites that send out lots of bulk mail, scheduling was made for you.

Scheduling or cron jobs allow a programmer to schedule a task. You can therefore send out mail during off-peak hours when presumably you have some processing power to spare.

I like the feature of including the email address the message was sent to at the end of the message. I have over 40 email addresses and most of them forward to the same spot—so it is nice to see what email address I used when I registered at a particular site.

Allaire's newest release, Cold Fusion 3.1, has a scheduling feature built-in called CFSCHEDULE—check it out at *www.ingenuity.net/cfdocs/lang/lr020049.htm#I2* .

- **Get A Faster Alternative Mail Server:** If you're using MS Exchange as a mail server for mass emails, you're in for long waits, lots of wasted processing power, and low performance. Though MS Exchange and other bulky mail servers are great for personal and corporate mail, they are generally too large for mass mails.

Keep your current mail server for your corporate mail and have another mail server for your mass mail. Use a more simple mail server like Software.com's Post.Office; you might even try something more vanilla. Bouncing mass mails off a simpler mail server will allow for less overhead and will perform much faster. Mail servers like MS Exchange have sophisticated error checking and usually can't send out more than one or two email messages per second. By contrast, simpler mail servers can send out ten times that.

Of course, if you really want high performance you are going to have to build a custom mail server. PlanetAll (*www.planetall.com*), the contact management site that sends out hundreds of thousands of emails every day, uses a custom made mail server that is awesomely fast. ◆

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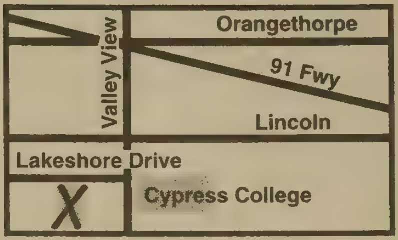

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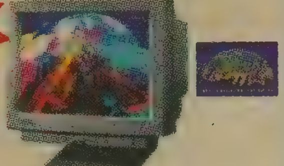

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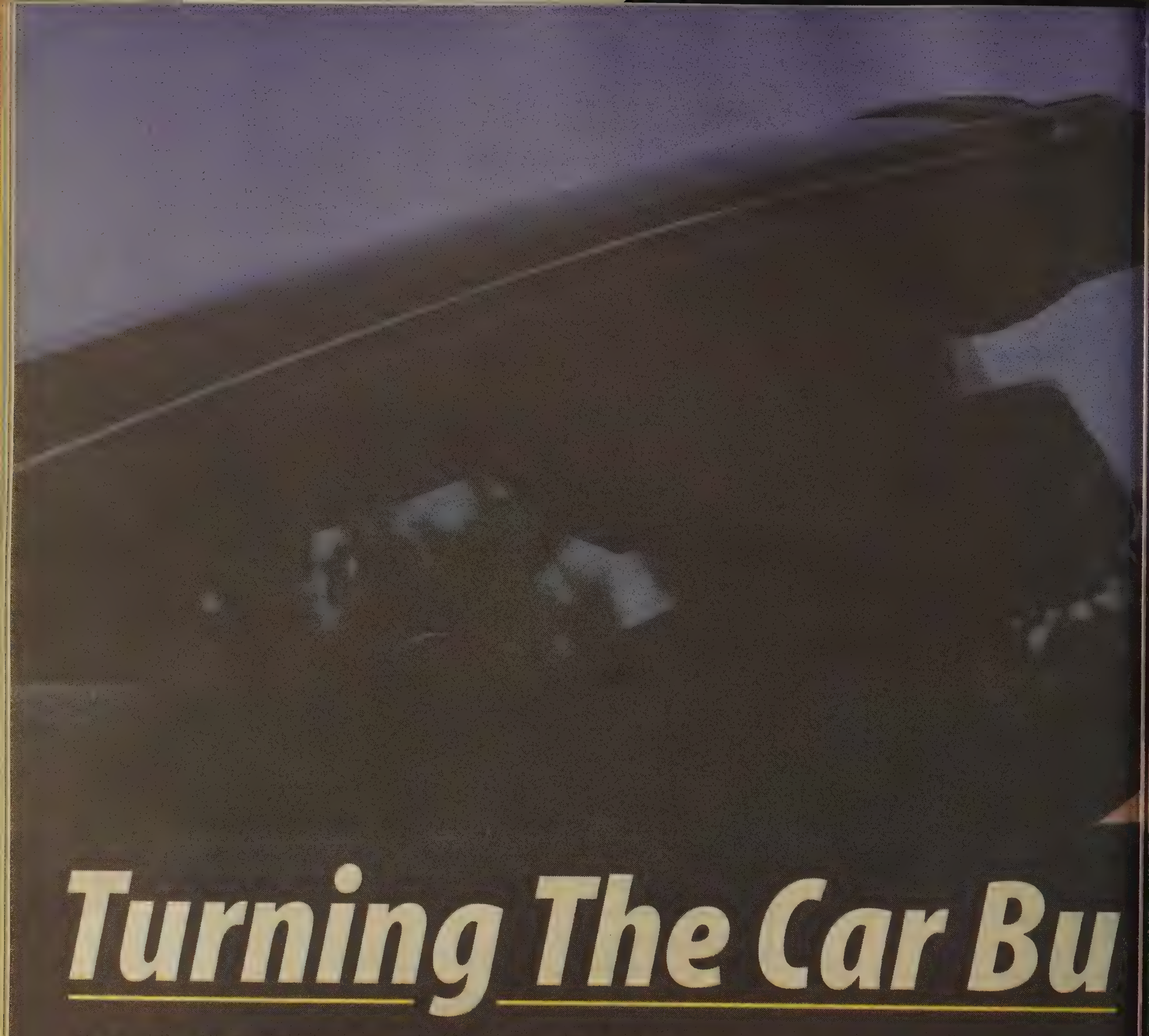

Turning The Car Bu

Auto-By-Tel's Customer-Friendly Digital Revolution

By Mary Eisenhart | Photos: Ann Summa/Gamma-Liason

Pete Ellis thinks he has a better way for you to buy your next car. So far, upwards of a million customers agree with him. ⁂ If you've ever bought a car the old-fashioned way, you probably haven't forgotten the experience, which despite the best intentions of all concerned is rarely pleasant. ⁂ You may have found the dealer from reading a newspaper ad, seeing a TV spot, or just passing by, but once you were inside the door, you were almost certainly set upon by a two-legged piranha determined to browbeat you into buying a car then and there. If you managed not to flee (no doubt realizing that just down the street was another dealership and another piranha), you'd discover that the relationship of actual information to sales pitch was fairly insignificant, that the relationship of the sticker price to any money that had ever changed hands in real life was a carefully guarded secret, and that the louder this guy claimed to be your bosom pal the more diligently you watched your wallet. ⁂ If your determination to buy a car was such that you survived the ministrations of the

siness Upside Down

salesman, the closer, the financing czar, and the person trying to sell you add-ons, you eventually drove off the lot in your new wheels, absolutely certain your brother-in-law would gloat that you'd paid too much. ⁂ And, if the shopping experience wasn't noxious enough from the customer's standpoint, it was no day at the beach for the dealer or the salesperson, either. The salesperson, being on straight commission, was under tremendous pressure to part you from the largest possible number of bucks while convincing you that you were getting an incredible deal; the dealer, carrying a huge overhead while also under tremendous pressure from the manufacturer, was similarly incented. ⁂ In short, what should have been a symbiotic relationship turned out to be adversarial in the extreme. Which provides the classic scenario for an Internet Business Opportunity. ⁂ The most appealing potential of the personal computer in general, and the Internet in particular, is the ability the technology gives individuals to bypass traditional inefficiencies, circumvent informational priesthoods, be more nimble than larger and more established entities, and, in general, evade obstacles between them and their chosen objective. ⁂ A business based on making life easier for a customer rather than strewing (perceived or otherwise) obstacles in said customer's path can use the tools to achieve a success and an efficiency level undreamed-of in earlier times.

So, for example, Amazon.com, with a big investment in technology and a negligible one in bricks and mortar, was able to form alliances with a host of distributors and independent publishers to ensure near-instant access to an inventory even big-city bookstores can only dream of, delivered to customers worldwide.

On the other hand, if your business model involves being a gatekeeper between the customer and the customer's goal, or concealing information the customer wants, the Web has you in its sights.

Nowhere is this business culture clash more evident than in the ongoing saga of Pete Ellis and his brainchild Auto-By-Tel (*www.autobytel.com*), which, from its unobtrusive Irvine headquarters across Macarthur Boulevard from John Wayne Airport, is shaking the very foundations not only of the automobile business, but of other businesses, including traditional media, that depend on it for revenue. Says Melanie Webber of Auto-By-Tel's PR firm, "There's a national magazine whose name I won't mention that told us flat-out they won't do a story on Auto-By-Tel because of the power of the car dealer advertising."

Ellis started out in the car business the old-fashioned way, selling his first car at 16 and launching his first dealership at 24. Eventually he became one of the largest car dealers in the United States, with 16 dealerships and related businesses in California and Arizona. Economic shifts caused him to lose it all in the early '90s, and to ponder his next move.

Since he'd hated a good many aspects of the way he was compelled to do business as a car dealer, and had pioneered such radical concepts as haggle-free pricing at his dealerships, he knew there had to be a better way.

First launched on Prodigy in March 1995 and opening on the Web three months later, Auto-By-Tel offered customers the chance to spec the car they wanted and get a firm, but low, price from the participating dealer in their area. As the system evolved, Auto-By-Tel became ever more a one-stop shopping resource, where you could first research possible purchases, including such formerly closely-guarded info as what the dealer paid for the vehicle in question and what various consumer publications thought of the car. Having settled on the car you wanted and filled out a form with its desired attributes, you could also qualify for a loan online. Within 24-hours, you'd get a call from the local participating dealer and, if you accepted the offer, you'd be on the road after a quick and painless visit to the showroom. No piranhas. No haggling. No lingering conviction that you'd been ripped off again.

autobytel.com autobyt

Super Bowl advertising has been very effective for Auto-By-Tel.

Still privately held, Auto-By-Tel currently operates in the US and Canada, and is in the process of opening a subsidiary in the UK. It presents a classic case study of what works in online business, and *why* it works, so with that in mind, we sat down with Ellis for a little enlightening chat.

* * *

It's pretty clear that Auto-By-Tel is one of the more shining examples of what Internet business is good for and how to do it right. In order to explain that, let's first talk about the conventional car buying process. How does it work, and why is that not necessarily wonderful in this day and age?

Conventionally, consumers go from lot to lot looking at cars and picking up information on vehicles and deciding what they potentially may want to buy.

Every time they go into a facility to look at a car, they get besieged and jumped on by car salesmen who are interested in selling them a car *today*, because a car salesman is paid a commission, and his whole life depends upon what he sells today and how much money he makes for the dealer on that car.

There is very little rationale for a salesman on a car lot to shake your hand, talk to you nicely, not talk price, not try to sell you a car, just give you some information, and go on about his business.

One reason is because there are too many dealers in the United States; this car salesman may know that if he didn't comb his hair right that morning, or say the right words to you, you're going to be down the street talking to another dealer, who could be as little as ten minutes away. So there's a lot of incentive and pressure for him to try to sell you that car right away.

What's driving the fact that there are too many dealers?

In the '50s and '60s, the manufacturers thought that they would sell more cars by having more distribution points. They figured they would maintain increased market shares, more sales, and they just kept putting dealerships on a lot of different corners.

Right at the end of World War II there were fifty-some-odd thousand dealerships in the United States; it's now down to 22,000 because they can't support that infrastructure and, they probably really need to go down to about 12–14,000. That would give them a lot more economies of scale and efficiencies. It would also ultimately affect positively the experience for consumers, because the dealers would be selling more cars in their local market areas and would drive more efficiencies through higher volumes. But it seems to have stalled in the last 15 years at about 20–24,000 dealers. Just stalled. There's been no more consolidation because the dealers have either hung on or the factories have continued to replace dealers that have gone out of business.

And thus, a continued unsavory sales process at the time you go in to buy a car.

The only one that made huge inroads to it was Saturn, because Saturn went into a marketplace and they said, "Okay, we're going to give you Oakland." But if you go to Oakland and you look for Ford, I'd bet you find three or four Ford dealers in Oakland. So, that's a problem.

So that's what creates some of the unpleasant sales practices. Even if you're just looking, you're going go through that.

Also the dealer's got to have all those salespeople to take care of you when you walk on the lot to look at a car that you may not want to buy, and then he's got to spend money to attract

continued on page 130

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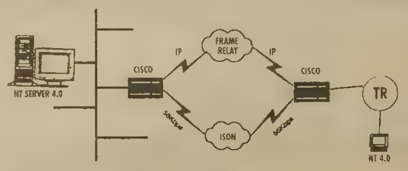

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- SB Compatible Sound Card w/Wave Table
- 240 Watt Amplified Stereo Speakers
- Multimedia CD Titles†
- 56kbps Internal Fax/Data/Voice Modem
- Microsoft Windows 95 CD Package

Intel Pentium® II-233
$888

WOW!

Pentium II System for less than $1K

Intel Pentium® II-266
$919

Intel Pentium® II-300
$999

Genisys Pegasus Multimeda
(Perfect Starter System)

- Intel Triton TX Chipset Mainboard
  512K Pipeline Burst Cache, 2-Serial & 1-Parallel Ports
- 16MB RAM Install
- Med Tower Case (H) with 7-Drive Bays
- 104-Key Enhanced Win95 Keyboard
- 15" Digital SVGA NI Monitor (.28dp)
- Trident 9685 64-Bit 1MB PCI SVGA w/MPEG
- 1.2GB EIDE Hard Drive
- 3.5" 1.44MB Floppy Drive
- High Resolution Serial Mouse
- 8X IDE CD ROM Drive
- SB Comp. Sound Card w/Wave Table
- 80-Watt Amplified Stereo Speakers
- Multimedia CD Titles†
- 33.6Kbps Internal Fax/Data/Voice Modem
- Microsoft Windows 95 CD Pkg

Intel Pentium® MMX-166
$666

Cyrix M2 200MMX
$639

GENISYS UNICORN-II MULTIMEDIA
(The Ultimate - High Performance Professional System)

- *Intel 440LX Chipset Motherboard (ATX)*
  (Choice of Asus or ABit Motherboard)
  2-Serial, 1 Parallel & 2-USB Ports on Board
- Intel Pentium® II CPU w/Heat Sink Fan
- *32MB* SDRAM RAM w/512K L2 Cache
- ATX Tower Case w/250W
- Keytronic 104-Key Keyboard (PS2)
- [illegible]
- [illegible]
- [illegible]
- 3.5" 1.44MB Floppy Drive
- Microsoft Intellimouse
- [illegible]
- *[illegible] AWE64 Sound Card w/Wave Table*
- 240-Watt 3D Sound Amp. Stereo Speakers
- Multimedia CD Titles†
- *56K Internal Fax/Modem (USRobotics X² Compatible)*
- Microsoft Windows 95 CD Package

ABit LX6 440LX (Jumperless) w/Intel	
Pentium® II-233	Pentium® II-266
$1,269	$1,325
Pentium® II-300	Pentium® II-333
$1,399	$1,569

Asus (P-II LX97) 440LX w/Intel	
Pentium® II-233	Pentium® II-266
$1,259	$1,315
Pentium® II-300	Pentium® II-333
$1,399	$1,559

ViewSonic

Monitor Upgrade Specials

ViewSonic 17" E771 *Add $79*	ViewSonic 17" G773 *Add $178*	ViewSonic 17" PT775 *Add $369*	ViewSonic 19" G790 *Add $499*
ViewSonic 21" G810 *Add $659*		CyberVision 17" C70 *Add $39*	Panasonic 17" S70 *Add $129*

Genisys Centaur Multimeda
(Advance Internet Cruiser)

- Intel Triton TX Chipset Mainboard
  512K Pipeline Burst Cache, 2-Serial & 1-Parallel Ports
- 64MB RAM Install
- Med Tower Case (H)
- 104-Key Enhanced Win95 Keyboard
- *SunView 17" Digital SVGA NI Monitor (.26dp)*
- Trident 9685 64-Bit 4MB PCI w/TV Output
- 6.4GB EIDE Hard Drive
- 3.5" 1.44MB Floppy Drive
- Microsoft Intellimouse
- 32X IDE CD ROM Drive
- Sound Blaster AWE64 Sound Card
- 240-Watt Amplified Stereo Speakers
- Multimedia CD Titles†
- 56Kbps Internal Fax/Data/Voice Modem
- Microsoft Windows 95 CD Pkg

Intel Pentium® MMX-200
$999

Cyrix M2 200MMX
$959

Intel Pentium® MMX-233
$1,035

AMD K6-233 w/Enh. MMX
$989

GENISYS SHOWCASE SYSTEM COLT TX-98
(Intermediate & Advance Users)

- Intel Triton *TX* Chipset Motherboard
  2xHi-Speed Serial, 1xEPP Parallel Ports
- *512K* Pipe Line Cache
- ~~16MB~~ EDO RAM Installed*32MB*
- Med Tower Case (H) with 7-Drive Bays
- 104-Key Win 95 Keyboard
- [illegible]
- *4MB EDO SVGA Card w/3D Acceleration & TV Output*
- *3.2GB Ultra DMA Hard Drive*
- 3.5" 1.44MB Floppy Drive
- Microsoft Compatible Mouse
- 24X CD ROM Drive
- Sound Blaster Compatible Sound Card w/Wave Table
- ~~180~~-Watt Amplified Stereo Speakers *240-Watt 3D*
- Multimedia CD Titles†
- 36.6Kbps Internal Fax/Data/Voice Modem
- Microsoft Windows 95 CD Package

Special Upgrades
[illegible] 56K F/D/V Modem . . . Add $70
3.2GB → 4.3GB Ultra DMA HD . . . Add $25

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Intel Pentium® MMX-200
$739

Intel Pentium® MMX-233
$777

AMD K6-200PR
$719

AMD K6-233 PR
$729

Cyrix M2 200MMX
$699

Cyrix M2 233MMX
$709

Printer & Scanner Specials
with system purchase only (please call for Prices)

HP 670C 4ppm b&w / 1.5ppm-C Ink Jet	HP 692C 5ppm b&w / 1.7ppm-C Ink Jet
HP 890Cxi 9ppm b&w / 5ppm-C Ink Jet	HP 6Lxi 600dpi Laster Printer
HP 5100Cxi 600dpi Scanner (Ptr)	
Photomakes 3F 300x600dpi w/ISA ctrl	Photomakes 6E 600x1200dpi Scanner (Ptr)

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1600x1280
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ViewSonic 21"
G810 1600x1280
$930

Sound Blaster
AWE-64 (OEM)
$58

Toshiba 32X
IDE CD ROM
$66

Maxtor 4.3GB
Ultra DMA IDE HD
$149

Samsung 4.3GB
Ultra DMA IDE HD
$139

SunView 17"
.26 2-Y Warranty
$259

Cybervision 21"
(Viewsonic Product)
$859

MAINBOARDS & CPU COMBO SPECIALS

	Intel Pentium MMX-166	Intel Pentium MMX-200	Intel Pentium MMX-233	Cyrix 686 MX-200	Cyrix 686 MX-233	AMD K6 233
Aristo TX*	$159	$169	$199	$139	$149	$175
ABit PX5-TX*	$174	$184	$214	$154	$164	$190
ASUS TX-P4*	$199	$209	$239	$179	$189	$230

* Comes with 512K Pipe Line Burst Cache & Ball Bearing Heat Sink Fan

Intel Pentium II CPU	233	266	300	333
Abit 440LX (Jumperless)	$325	$365	$435	$615
Asus P2L97 (440LX)	$335	$375	$445	$625
DFI PII 440BX	$355	$395	$465	$645

All CPUs come with Heat Sink & Fan

MAINBOARDS (CPU SOLD SEPARATELY)

ASUS TX P4 512K (DiMM/SiMM)	$99
ASUS TX97 XE 512K (Dimm/Simm) ATX	$120
ASUS P-II LX97 (440LX) (ATX)	$135
ASUS P-II LX97 w/Adaptec 2940UW (ATX)	$219
ASUS Dual P-II LX97 w/Adaptec 2940UW (ATX)	$350
Asus PII BX 440 (400MHz CPU)	Call
Aristo P5TX Triton 512K	$60
ABit PX5 TX 512K (Jumperless)	$75
ABit P-II LX440 (Jumperless)	$125
ABit PII BX440 (400MHz CPU)	Call
DFI PII BX	$155

CASES / CHASSIS

Desk Top (230W/14.1x15.8x6.5)	$26
Mini Tower (230W/7.1x15.9x13.0)	$19
Med/H Tower (230W/7.1x15.9x14.7)	$23
Medium Tower (230W/6.7x15.8x18.5)	$32
Full Tower (250W/7.5x16.5x24.4)	$42
Super Tower (File Server) 300W, 2Fan, 10 Bays, Wheels (8.7x17.8x26.8) AT	$129
ATX Med Tower w/PS	$53
ATX Full Tower w/PS	$76
Super Tower (File Server) 300W, 2Fan, 10 Bays, Wheels (8.7x17.8x26.8) ATX	$139

(Black Cases available - see "Black Components")

POWER SUPPLIES

AT PS/2 Slim 250W	$15
AT PS/2 Slim/Full Size 300W	$35/$49
ATX 250W	$31
ATX 300W	$48
2nd Fan w/Ballbearing for Med/Full Tower	$6
486 CPU Heat Sink Fan	$5
P5 Ball Bearing High Speed Fan "Crystal"	$6
Pentium II Heat Sink Fan	$8

KEYBOARDS

BTC 104 Win95 (AT)	$10
BTC 104 Win95 (PS2)	$12
Keytronic KT2000 (USA) Win95 / PS2	$20 / $23
Focus 2001 w/Dust Cover Win95	$25

VIDEO CARDS

Mono Graphics w/Printer Port (MGP)	$13
Trident	
PCI 9685 1M / 2M MPEG	$19.5/$26
PCI 9685 4M MPEG w/TV Output	$39.50
ATi	
Xpert@Work Rage Pro PCI 4M SGRAM PC2TV	$85
Xpert@Work Rage Pro PCI 8M SGRAM PC2TV	$125
Xpert@Work Rage Pro AGP 4M SGRAM PC2TV	$88
Xpert@Work Rage Pro AGP 8M SGRAM PC2TV	$128
All-In-Wonder Rage II Pro 4M / 8M PCI	$185/$225
All-In-Wonder Rage II Pro 4M / 8M AGP	$199/$229
Xpert@Play Pro 4M/8M PCI	$95/$135
Xpert@Play Pro 4M/8M AGP	$99/$139
Xpert XL 4M PCI/AGP	$70/$80
Diamond (PCI)	
Viper V330 4M SGRAM PCI/AGP	$129/$130
Stealth Fire Pro GL 4M PCI/AGP	$119/$129
Stealth Fire Pro GL 8M PCI/AGP	$149/$169
Stealth 3D Monster 4M Add-on OEM/Ret	Call/$165
Matrox (PCI/AGP)	
Millennium II 4M WRAM OEM PCI/AGP	$119/$129
Millennium II 8M WRAM OEM PCI/AGP	$175/$179
MystiQue 220 4M SGRAM	$79
M3D 3D-Graphic Add-on (Retail)	$75
G100 (Productiva) 8M AGP	$88
Millennium II 4M/8M Upgrade Module	$89/$172
Millennium II 12M Upgrade Module	$235
Mystique 220 4M Upgrade Module	$68

MONITORS

ViewSonic (Authorized Dealer)

Model	Size Viewable	Dot Pitch	Max. Res. @ Ref.(Hz)	Other Features	Price
E655	15 / 13.8	0.28	1280x1024@60		$220
E771	17 / 16.0	0.27	1280x1024@66		$333
G771	17 / 16.0	0.27	1280x1024@65		$399
G773	17 / 16.0	0.26	1280x1024@66	*Special $*	$420
GT775	17 / 16.0	0.25AG	1600x1280@69	SonicTron	$549
PT770	17 / 16.0	0.25AG	1600x1280@69	SonicTron	$570
P775	17 / 16.0	0.25	1600x1280@76		$469
PT775	17 / 16.0	0.25AG	1600x1280@77	SonicTron	$625
G790	19 / 18.0	0.26	1600x1280@76		$739
G800	20 / 18.4	0.28	1600x1280@69	*Special $*	$870
G810	21 / 20.0	0.25	1600x1280@71		$930
P810	21 / 20.0	0.25	1600x1280@72		$1050
PT813	21 / 20.0	0.28AG	1600x1280@85	SonicTron	$1239
P815	21 / 20.0	0.25	1800x1440@72		$1169
EA771B	17 / 16.0	0.27	1280x1024@66	Black/Spkr	$455

14" SVGA NI (.28 1024x768)	$110
14" SVGA NI (.28 1024x768) Digital	$119
15" SVGA NI (.28 1280x1024) Digital	$149
17" SVGA NI (.26 1280x1024) Digital	$259
14" TTL Mono PW (9-Pin)	$75
CTX	
15" VL500 (.28 1280x1024) F/S Dig	$175
17" VL700 (.28 1280x1024) F/S Dig	$315
Cybervision	
15" (.28, 1280x1024)	$155
17" (.27 1280x1024)	$289
21" (.26 1600x1280) *Special*	$859
NEC	
17" XV17+ (.28 1280x1024 75Hz)	$659
Panasonic (3-Yr Warranty 1-Yr On-site)	
15" S15	$235
17" S70 (.27, 1280x1024) Best Buy	$375
Sony	
15" 100ES	$309
15" 100GS	$339
17" 200ES	$499
17" 200GS / PS	$569/$715

(Black Monitors available - see "Black Components")

H/F CONTROLLERS & I/O

ISA IDE 2H/2F w/Hi-Sp AT I/O (Win95)	$10
Special I-Will 2935 UW-SCSI PCI	$99
Adaptec (SCSI Controller Card)	
1535 ISA (OEM)	$39
2940U PCI (OEM)	$135
2940UW PCI (OEM)	$149
2940UW PCI (OEM) w/Wide Cable (3H)	$159
5H Ultra Wide SCSI Cable (48") Extra Long	$35

MODEMS

33.6kbps Int F/D (RW)	$31
33.6kbps Int F/D/V V.34 (CL)	$30
56kbps Int F/D/V (RW-Flex)	$49
56kbps Int F/D/V (CL-X2)	$48
USR 33.6kbps Int F/D Winmodem ... Special	$55
USR 33.6kbps F/D/V Int (Retail)	$69
USR 56K F/D/V Int (OEM)	$89
USR 56K WinFax Modem (Retail)	$88
USR X² 56K F/D Int Ext (Retail)	$121/159
USR X² 56K F/D/V Int/Ext (Retail)	$131/169

HARD DRIVES

Fujitsu (3-Year Warranty)	
3.2GB Ultra DMA IDE	$129
4.3GB Ultra IDE ATA	CALL
IBM	
4.3GB Ultra DMA IDE	CALL
6.4GB Ultra DMA IDE	$215
8.4GB Ultra DMA IDE	$279
4.3GB Ultra Wide SCSI	$255
Maxtor	
4.3GB Ultra DMA IDE	$149
6.4GB Ultra DMA IDE	$189
8.4GB Ultra DMA IDE	$259
11GB Ultra DMA IDE	$365
Samsung	
2.1GB EIDE	$119
2.5GB Ultra DMA IDE	Call
3.2GB Ultra DMA IDE	$129
4.3GB Ultra DMA IDE	$139
Seagate	
1.7GB EIDE	$110
2.1GB EIDE	$119
3.2GB Ultra DMA IDE	$133
4.3GB Ultra DMA IDE	CALL
4.5GB Ultra Wide SCSI Barracuda	$475
9.1GB Ultra Wide SCSI Barracuda	$799
Western Digital	
1.2GB EIDE	$115
2.5GB Ultra DMA IDE	$129
3.2GB Ultra DMA IDE	$139
4.3GB Ultra DMA IDE	$165
6.4GB Ultra DMA IDE	$235

Availability subject to stock on hand

FLOPPY DRIVES

Teac 3.5" 1.44MB	$17
Samsung / Mistumi 3.5" 1.44MB	$16

TAPE BACK UPS

HP T3000 3.2GB Internal	$155
IOMEGA	
ZIP 100MB Parallel External	$135
ZIP 100MB IDE Internal	$73
ZIP 100MB IDE Internal w/1 Cartridge	$79
ZIP 100MB SCSI External	$139
Iomega 100MB Zip Cartridge Qty:1 $11 or Qty:5+	$10

MICE & TRACKBALLS

LogiTech First MouseMan	$18
Logitech (OEM) Black PS2 Mouse	$10
Shuttle Serial (3-Button)	$5

NETWORKS

Ethernet Card Combo	
PCI (Coax + 10BaseT) 2:1	$13
3COM Etherlink III Combo	
ISA (10BaseT) 3C509T	$53
PCI (10BaseT) 10/100MBPS 3C905T	$56
8-Port 10BaseT Hub (Stackable)	$49
16-Port 10BaseT Hub (Stackable)	$99
Ethernet Terminator	$2
Cables	CALL

Minimum Order $300 or Qty 10+.
Call for Dealer Qty Discounts and other products (CPU's RAM, PS., etc) price.

Terms: 1(one) year warranty on parts & labor. Printers & monitors warranty thru manufacturer. All sales on RAM/CPU's, MONITORS & PRINTERS are final. NO REFUND! All returns are subjected to our approval & must have prior authorization. Return items must be in good condition & in its original packing shipped prepaid & insured. All refunds or credits are less freight & bank charges. All refund items must be returned within 14 days of invoice. There will be a restocking charge of 20% after the 7 days period & within 30 days of invoice. Not responsible for any typographical errors. Price & availability subject to change without any notice. Prices are COD cash/ cashier check.

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CD ROM DRIVES

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24X: Cyber	$45
24X: Toshiba	$53 5
32X: Acer (AOpen) Ultra DMA	$55
32X: Toshiba	$66
SCSI	
12X: Toshiba	$85
32X: Toshiba	$95
CDR (w/software)	
Sony 2x8 IDE	$299
Teac 4x12 SCSI	$399
DVD	
2X DVD Drive	$125
DVD Mpeg-2 Kit w/RealMagic MPEG2 Card	$225

IDE

SCSI

SOUND CARDS & SPEAKERS

Creative Technology	
Sound Blaster 16 Vibra (OEM)	$29
Sound Blaster 32 PnP (OEM)	$52
Sound Blaster AWE64 PnP (Retail) Value	$82
Sound Blaster AWE64 PnP (OEM) ...Best Buy	$58
Sound Blaster 64 Gold (Retail)	$125
Opti Chip 16 IDE Win 95 PnP Comp.	$12
Yamaha 16 IDE Win 95 Comp. w/WaveTable	$13
Altec Lansing Tech. Power Cube Speakers	
ACS43 2 Piece System	$43
ACS45 3 Piece System (w/Subwoofer)	$79
ACS48 Plus 3 Piece System (w/Subwoofer)	$139
Speakers	
Amplified Speakers 80-Watt	$8
Amplified Speakers 240-Watt w/3D	$19
Eastern AX4139 Subwoofer 20W w/Satellite Spkr	$38
Eastern AX4106 Subwoofer 25W w/Satellite Spkr	$45

BLACK COMPONENTS

Cases(Black)	
Mini w/Door (250W/7.1x15/9.13.0)	$49
Medium w/Door (230W/6.7x15.8x18.5)	$69
Full w/Door (250W/7.5x16.5x24.4)	$89
Super Tower, 300W, 2Fan, 10Bay, Wheels	$165
ATX Med. w/Sliding front Panel (250W) #860B	$86
ATX Full w/Sliding front Panel (250W) #880B	$108
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Proton 17" (.27 1280x1024)	$439
ViewSonic 17" EA771B (.27 1280x1024) w/Spkr	$455
Floppy Drives (Black)	
Teac 3.5" 1.44MB	$26
CD ROM Drives(Black)	
Toshiba 24X IDE	$69
Toshiba 32X IDE	$79
Toshiba 32X SCSI	$99
Keyboard (Black)	
Packard Bell 101 (PS2)	$21
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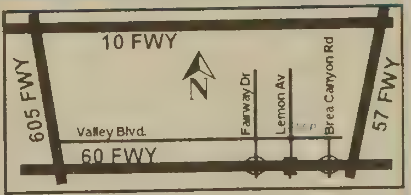
Mouse (Black)	
Hi-Res Serial	$9
Logitech (OEM) PS2	$10



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(MT0598)

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you to his store. For every customer that walks on the lot he will spend about $100. Just for you to walk on the lot.

What's the breakdown on those costs?

Just advertising. No more cost than advertising. Just to get the warm body in the door.

A traditional dealer sells about 17–20% of the people that walk on his lot. So that means, for every car that he sells, he is spending between $350 and $400 because he's going to talk to four or five people before he sells one. So when you come on the lot, his salesmen are compelled to try and sell you, because there's a cost.

The other thing is that when he does sell the car, he's got a $350–$400 cost per car sold, but he's got an infrastructure of salesmen in play that put you through systems.

The model's now starting to really be challenged, but dealers found out a long time ago that if they put the customer through systems, somehow their closing ratio is improved and their gross averages improved. Thus, you talk to three to five people when you're looking at completing a transaction: You talk to a salesman; if he doesn't sell you a car, he may turn you to another salesman; you may end up going through what they call a closer who then will close the deal; then you might talk to a finance manager who writes a contract and tries to sell you financing or sell you after-market product.

All those people add to the cost. Dealers moved into that inefficient model over the years because they thought that was actually going to be more efficient for them.

To sell a car, marketing costs 300 to 400 bucks, based upon some of the numbers we look at from NADA and national numbers. I know my numbers were about $500 a car as a dealer. And the personnel cost to sell the car with those three to five people is about $800. This process brings the cost to sell you a new car to somewhere around $1200.

Which, of course, is passed on to the customer.

Oh, absolutely.

So, basically, everybody who actually buys a car is paying for a lot of tire-kickers, among other things.

Well, they're paying for what's called an outmoded distribution model. Its time is come.

So now the Internet comes along, and instead of you going from dealership to dealership, you do your research online. You learn pricing, cost...

In the traditional model they don't really like it if you have done any research. The more ignorant you are, the better they like you.

The more money they'll make. You know, ignorance is bliss for auto dealers.

The "corporate culture" at Auto-by-Tel: The walls in the Irvine office are adorned with tropical murals and employees are encouraged to wear Hawaiian shirts.

If you walk in waving *Consumer Reports*, they give you the hairy eyeball.

But I'll tell you what—you walk in bringing in *Consumer Reports*, they'll talk to you differently.

And essentially that's what Auto-By-Tel has done. We have customers now that go through our service, and they'll walk in to another dealer somewhere and say, "You know, I went through Auto-By-Tel..." and they get, "Oh, you're one of *those*." Then they go talk to a manager, and they treat you differently. They treat you at a higher plane, because now they know that you're educated.

It kind of upsets me, because we've kind of trained dealers that aren't Auto-By-Tel dealers how to do a better job, but that's part of being where we are.

Here's how the model got put together by this company and through my thought processes.

I used to have companies that would come to me and say, "We're going to send you a lot of business, five or ten deals a month." Maybe some broker or a credit union program or something, you know.

If that person came to me and said, "We want you to work this way when you talk to the customer," and, say, it was four or five cars a month, I probably wouldn't pay much attention to it. It didn't do anything to my bottom line. It didn't do anything for my business. And I'd say, "Yeah, yeah, I'll do it." And then not do it.

I knew if we were going to make a difference in this business, what we had to do is send huge incremental volume to a dealer as the carrot. The stick was, "You need to call the customer up within 24 hours"—we had it at 48, but we cinched it up—"and give them a price over the phone." If they give a lousy price to a customer that's been on the Internet and been educated, they will not sell a car.

So they've got to give a competitive price up front or they will lose a customer; if they're not professional they'll also lose a customer. We train our dealers. We have 21 training seminars a month across the US training dealers on how to take care of the Internet customer and how to change their financial model.

Believe me, we had a lot of trouble in the early days. I had one dealer call me up and say, "You're not going to tell *me* how to sell cars." I said, "You're right. You're not going to be an Auto-By-Tel dealer. That's it."

In most cases they'll go: "Well, I didn't mean *that*. But I don't want you telling me how I'm going to go sell cars." I say, "We're not telling you how to sell cars. What we're doing is telling you what the customer wants. And if you can deliver what the customer wants, you can be part of Auto-By-Tel, and if you can't deliver what the customer wants, then you need to go away."

By the fact that there's 22,000 dealers in the US, and we're going to work with approximately 3,000, we have consolidated the marketplace to a manageable number where we act as a big funnel. We take all these deals and we send them to a dealer. We say, "Mr. Dealer, you're going to get all the people that come out of this funnel. You got to call 'em. You got to treat 'em right. You got to be professional. You got to give them a price over the phone. And you've got to be competitive."

And the funnel is governed by their physical location and what line of cars they sell?

Exactly.

We survey all the customers, and we get reports back. We either do post-mortems, where we actually call customers when we suspect something's wrong, or we have electronic surveys. If we find a problem, we put the dealer in training; if we don't see an improvement, we take that funnel and we move it to another dealer.

And the dealers? I tell you what. They pay attention. They take care of it. Because when a guy comes to me and says, "We're going to send you 100 deals a month," what am I going to do? And that's why it works real well.

We've had Toyota say to us, "You know, you do what we can't do. We can't do what you do." The factories cannot do what we do because we are not involved in the same relationship with a dealer, as a distributor or as a manufacturer, and we

continued on page 134

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(626) 330-7959
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intel inside pentium

Office Media

- (24x) CD-ROM Drive
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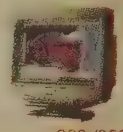

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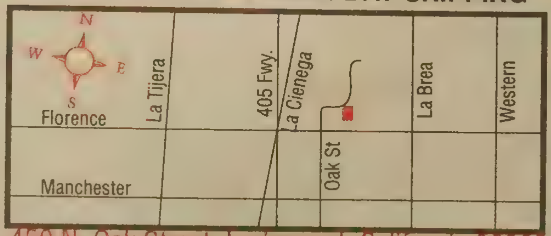

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auto-by-tel

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Ellis as he appeared in a 1985 TV commercial for his chain of car dealerships.

can say, "Look, we have customer service standards, and you've got to adhere to them or we can pull with 30 days notice." And we do do that.

How is it, in your opinion, that this really customer-hostile model has survived as long as it has?

The US has probably the worst formula for distribution. The manufacturer's trying to control the distribution channel, and they're after sales. I don't care what anybody says to you, the manufacturer can say: "Look, I'm into air bags; I'm into safety; I'm into cars lasting long; I'm into 100,000 mile tuneups." They're into every one of those things because over the years this is what customers have said will make me buy your car.

They're not into developing better product because they have some altruistic motive. Their motive is profit.

Right. If customers wanted Pinto Flambé, they would get Pinto Flambé.

Exactly. So they're driven by what the public wants. But in the meantime they want to control what you think and what you want.

And they go to great pains to keep you from finding out all kinds of stuff.

Well, see, they don't want you to have the information we give out there to customers in terms of competitive analysis. It's not favorable to a lot of companies, and it's not favorable to dealers, but the reality is that our customer is a retail buyer.

Adding to the problem is that in the US, the dealers over the years have contributed quite heavily to local state legislators. With contributions, they convinced legislators that they had made an investment in bricks and mortar and in inventory and in people in that Congressman's or Assembly person's district; and that because they had made that investment, it is a detriment if there's some other type of distribution model that can be put together for less money.

A form of pork-barrel legislation.

Yes. It's a beautiful one.

So now, a lot of the state legislatures have enacted franchise laws for dealers that give them tremendous protection, where the factory has not as much control over the process. If you're a bad dealer, I mean, it could take them five years to get you out of business.

So the franchise dealers are protected; the manufacturer has put too many dealerships around; the dealer's trying to survive, so he puts in these competitive sales practices that are anti-consumer, but he didn't know that when he put them in.

A whole industry was spawned around a lousy model. And it was unable to be shaken down.

Now the Internet comes along, and it allows consumers to be educated. It allows them to inexpensively be routed through dealers. It changes the distribution model, and not without a lot of fear from car dealers and from the manufacturers. GM went up with GM Buy Power, Chrysler's trying to do Chrysler-By-Tel—I mean, they tell us. Toyota trying to do Toyota-By-Tel.

What they don't have is the ability to change what happens at the dealership level. We can. If there are three Ford dealers in Oakland franchises, Ford can't consolidate the people who come through the Internet and give those dealers incremental sales. All they're doing is just taking the sand pile and moving it around. They haven't done anything more for the dealer, so they haven't done anything more to create efficiencies for the consumer. Which means they will fail—that model.

They've got another gateway into the store, but that's about it.

Anderson Consulting came through here and they said they were impressed with our concept. They said: "The consumer value proposition is fundamentally sound. The service adds value to the consumers, low pressure, integrity, objectivity, speed, informative, et cetera, and the process reduces the dealer's selling cost, which enables competitively managed prices for ABT products and services."

Our surveys show us that the customers are essentially paying the dealer about half the margins they normally do. Here's the funny part of that: The dealer makes more money. [*laughs*]

Explain how that works.

Let's say that a dealer sells you a new car for $1,600–1,700 gross profit. He will have attached to that $7–800 worth of personnel costs, $3–400 worth of marketing costs, $50–100 worth of floor plan, which inventory costs. And then the fellow to wash the cars and the maintenance and stuff like that might be another $25–100 a car per month. And next thing is you're looking at a cost to sell a new car at about $1,550 or so for all expenses. The dealer sells you the car for $1,600 or $1,650, he makes $100 on the car.

Is that number real? NADA said last year that the dealers in the United States made $77 profit per new car sold. So those numbers are right on. We all know that in the car business. I knew it. I saw it. Most dealers lose money on new cars.

The average car salesman in the US sells nine cars a month. And in the Auto-By-Tel process, one person can sell 25 to 35 cars a month. The reason they can do that is because you're a highly qualified, educated, ready-to-buy customer, coming down through the Internet into a dealer, and he can call you up, give you the numbers, and you can be in and out of a dealership in an hour. It's not a half-a-day deal.

Plus, he doesn't have to have five people taking care of you. If the dealer adheres to our financial model, where they pay the person a salary and a stipend per car, he comes up with a cost—including personnel and marketing—at under 300 bucks a car.

So it's a huge savings. Now the dealer that sold you the car for $1,600 gross profit and, because he had all those other costs added to it, made $50 or $100 net, can afford to sell you a car for half his margins, or even less, and he might make, net, $2–3–4–500. So he sold you the car for less

It's a win-win.

It's a win-win. And that's the same thing that Anderson said. They said the business [*reads*] "creates an attractive profit opportunity for dealers. That it creates incremental sales for a restricted number of market area for the dealers; it provides the ability to maintain or improve dealer margins by substituting ABT technology for dealer labor costs; and that it creates enhanced opportunities for an expanding array of consumer-oriented services such as finance and insurances where we can drop the cost for the customer."

We did that on financing. We went to Chase Bank and we're Chase's biggest customer right now. We said, "Look, we're going to take all of

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auto-by-tel

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our Internet customers and if they want financing, we're going to send 'em to you. We want the best rate in the US." So they gave us an across-the-board rate that is almost unbeatable. We're at credit union numbers for customers coming through the Internet on a national basis.

What'd I do for you? I did a favor for you as a customer. I did a favor for the finance institution 'cause I lowered their costs with the amount of business we send them, incremental business that they would have never seen. And then—catch this!—we now brought the dealer into the equation, and they make money on the financing. And we've still got the lowest rate.

So we've taken nothing away from the dealer. All we've done is provide efficiencies that the Internet allowed us to do. And we have given the customer the benefit of those efficiencies.

Instead of having the five people that the customer gets marched through at the dealer's, they deal with one person, and on the back end, as it were, Auto-By-Tel is handling the things that those five people did.

Right. We bring the dealer a shrink-wrapped customer [*laughs*], you know, financing, sold, "I'm going to buy a 1998 Eddie Bauer Ford Explorer moon-roof, 246a package, cranberry, parchment interior." That's what we do.

Then there's the financing, there's add-ons—How does that work?

We've moved the financing onto the Internet. The after-market product will be moved on within the next couple of months.

After-market is like moon-roofs and...

Service agreements, telephones—whatever. Through our electronic system—'cause all of the dealers now are moving to an electronic interface on our database—they can put their product in there. So when you're on the Internet and you put in a request for a Suburban, out will come a little menu that says, "This dealer has made available to you running boards, regular $395, $225. Cellular phones, regular $295, $50 with activation." So you can buy these things from the dealer without being pressured.

Now. What benefit does that give to you or the dealer? Well, we're telling the dealer, "If you've taken out $600 worth of personnel costs in the car, and those personnel costs are there to try to sell you the cell phone, sell you the running board, take it off the cost of your after-market product and give the customer a benefit for coming to you shrink-wrapped. And let the customer make the choice, where they've actually pulled the product out of you, rather than you've pushed it down their throats."

We have got dealers where the lightbulb has gone on across the United States, and they go, "I got it!"

And then we have dealers that still are saying, "I got it!"—and then they go back to their dealership and they're saying, "Those people aren't going to tell me how to do my business." And they continue to stay ax murderers.

Well, when they do that, we find out who they are pretty quick and take them off the program.

> **I say, "We're not telling you how to sell cars. What we're doing is telling you what the customer wants. If you can deliver what the customer wants, you can be part of Auto-by-Tel, and if you can't deliver what the customer wants, then you need to go away."**

And we look for guys with a lightbulb on that says, "I'm in this for the long haul, and I'm going to take care of the customers and I'm going to make this work."

When dealers come to you what are they driven by? Terror? [*laughter*]

In May, 1995 a dealer back East called me up and he said he wanted to sign on the program. So I talked to him and I explained to him how the program worked just like I've talked to you, and he said, "I want you to know this, Pete Ellis—I'm going to take this program, I'm going to send you a check."

Remember we grant dealers exclusive territories, so if there's three or four dealers in Oakland and I give it to one, the others that didn't get it are out. So this dealer said, "I'm taking it to protect my territory. But make no mistake about this, Pete Ellis, you are the enemy."

That's a little conflicted of him, isn't it?

Yeah.

He said, "I'm going to take it to protect my territory," and that's the fear.

And I said, "Wait a minute, we're your savior, not your enemy, because if the marketplace wants a change in the way people buy cars, and e-commerce is going to become a model, then the investment that you've made with us to stay at the cutting edge in the very front of this transition will keep you ahead of your competitors.

"Rather than be someone that you look at as an enemy, we should be looked at as your salvation and your savior in this thing, because that's truly who we are. We're making a huge investment in a technology infrastructure to drive down your costs and to bring you more customers, and, essentially, your competitor across the street, who wants to try and match you dollar for dollar in terms of pricing, will not have the competitive advantage you do. And over time, it'll be like him putting a 12-gauge shotgun to his head and pulling the trigger.

"So you will win in this deal. But in order to win, we've all got to be partners in this and I'm meaning it's a triumvirate: The customer, you, and us."

In a non-adversarial relationship.

Yeah, yeah. We're your friend.

And so now, we have dealers that really understood this, and have made substantial investments in making this work in their businesses. In a lot of dealerships across United States we account for about 40% of their volume.

At some point in time, when most of our dealers are seeing a good portion of their business come through their doors through Auto-By-Tel, our thought is: "Take down your old structures. Get rid of your old sales models and just convert to a totally consumer-friendly model that offers low costs—and we have become your catalyst to change to a new selling model that you never had before." That's our long-term goal. The thing that we hope at the very end is that all of our dealers are the ones that are left standing and doing real well, because they addressed the issues head on with the consumer.

In this letter I was reading from earlier, Anderson came out and said that the car companies are interested in trying to beat the other competition. They're not interested in trying to figure out how to change the channel and make it better for the consumer. Because whatever is better for the consumer is consumer-driven and if it's consumer driven the manufacturers lose control. And they don't want to lose control.

And that's, in a sense, entirely what the Internet is about—seizing control back, doing end-runs around existing power structures.

Yeah, the consumer ends up controlling it, you know.

Do we win every time? No. Will we win every time? Each year it's going to get better.

We have some things right now that happen at dealerships that we don't care for, we find out about it, and we get into it, but at least we're that third party that's doing it. And because I understand the industry and our people in here understand the industry, we're a lot more effective than any one individual could be.

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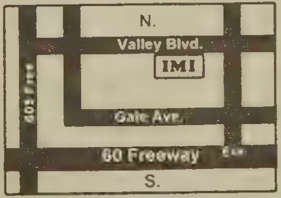

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I think it's been that model that has really driven our volume so high. We started this company with the idea that we were going to have 15–18,000 customers a year. A year! And in the sixth day that we lit the product on Prodigy, we got 1,348 requests for cars.

You definitely struck a nerve.

We thought, "Wow!"

I just checked this morning (April 15). We had 3,700 requests for cars today. Just today.

Were those all firm purchase requests?

"I want a 1998 Toyota Camry in black with all these things and I'm buying within 30 days." Most of them within a week. We've got a highly qualified, highly motivated, highly educated, ready-to-pull-the-trigger buyer. The numbers continue to get bigger because there's a lot of people using the system and it's working for them, and we continue to monitor the process and build the quality of our dealer group.

We know that when this thing gets judged in five years, it's not going to be how many people came through to buy a car, it's going to be how many people came through and *bought* a car. That's how we're going to be judged.

How does Auto-By-Tel make its money?

Dealers pay us monthly fees and we make origination fees from lenders for credit.

Do you get a cut of each car sale?

No, no we don't. It's too complicated to do it that way.

We charge a dealer based upon his product and his area. We do get a cut on each fee on the loans, but if a customer comes in to this thing and we're one or two points below any competitors out there, what do they care if we made 50 or 75 bucks? We've got to have some way to support the infrastructure.

Our travel rate in December was a million requests. We had a huge increase in January, in February and March, and our travel rate now is a little bit more than one million three.

What does "travel rate" mean?

People asking for cars. We're over 100,000 a month—well over that. The new car industry is a 15-million-car industry, approximately—14.5–15 million. Three million go to Hertz, Avis and whatnot. Twelve million go to the retail customer.

We are going to touch 10% of a trillion-dollar industry this year in terms of people coming through the system to buy a car. Not everybody buys a car from us, but we're touching 10% of the whole marketplace in the US for cars. It's huge.

As we get better and better with our dealers and control a better aspect of sales ratios at dealers because of our standards, our monitoring of standards and training of the dealers, we've got a very healthy product.

What percent of serious inquiries actually result in sales and how does that compare to the analog world?

We've got dealers in this system that are selling over 50% of the customers that come through the Auto-By-Tel system for their dealerships. We've got one dealer that's going to speak to our dealer group in May—we're going to do a satellite telecast to all of our dealers. He claims he's doing 78% of the people that come through the system, which is huge.

> **"The average car salesman in the US sells nine cars a month. In the Auto-by-Tel process, one person can sell 25 to 35 cars a month, because you're a highly qualified, educated, ready-to-buy customer, coming down through the Internet into a dealer, and you can be in and out of a dealership in an hour."**

Traditionally, dealers do about 17%—17 to 20%. And I'd say that if we blend the good dealers and the bad dealers, we're probably somewhere in the upper 20s—25-30%, which is higher than traditional.

Our national goal by the end of this year is 50%. We've really turned the heat up on that, and part of it is our communication with dealers. We have a big dealer meeting at the end of this month with some of our top dealers to discuss strategies and how we implement fulfillment at dealerships.

Then in May, we'll talk to most of our dealers by satellite. They go to these classrooms and it's interactive, they can actually ask us questions. We talk to all of our dealers and we lay out how the strategies are put together and how to go back and make it work for customers. And then we drive that home with training sessions every month across the US. So I think we can get there. I think we can get very close to a 50% close ratio by the end of the year.

When I first saw your site it was much simpler than it is now. How did all this come about and what kind of alliance-building did it take to do it?

In the very first days, we had, "Make a request for a car." We had no spec or research information, and we were still doing pretty well. But we saw vendors out there on the Internet that were supplying information to customers, and we thought, "Boy, that's it. Let's go get the vendors on our site, where we get a customer better educated. Because the more information they have, the more apt they are to buy a car."

Historically, what has happened is that the car sells for $20,000. The customers think that the dealer paid 15, so they go to the dealer and they offer him 13 and they go through [*sounds of slapping each other around*]. Whereas now, if you know that the dealer paid 18, and maybe he's got a $500 kick or a rebate on it, so he's in at 17.5, and he tells you you can buy it at 18, you're going to say yes. What the heck, let him make a couple of hundred bucks.

We learned that having the customers have that kind of information was helpful. Not only to the customer, because it met expectations; it also worked well for the dealer because he wasn't having to go defend his position. Within about six months of the time we lit the site on the Internet we started bringing the information up and did contracts with suppliers.

We're working on something now, so that when you go through our site and you click on a Ford and you start clicking on equipment packages, it will give you totals: retail, wholesale, rebates, everything on it. And then you can just put: "I want this car," and you push, and you don't need to fill out a form. We'll have all the information that you just logged in with.

The natural progression for us, because of my background in the car business, is for me to try and build efficiencies in insurance and financing and after-market products, and used cars. Once we attack the new car model and put the platform together, the distribution platform together, then we go do used cars.

The only way we could figure used cars out was to give people a safe environment to buy them. When you buy a new car, it's a commodity. A Ford Explorer is a Ford Explorer. But a 1992 Ford Explorer is not the same as another 1992 Ford Explorer.

So, what we did with our used car product was to give the customer a money-back guarantee. It's a certified vehicle, so when the dealer sells you a car, if it's a lemon or you don't like it, you can take it back and get all your money back. That way we commoditize the used car.

That's a condition of the dealer being an affiliate?

That's right. So it's a real safe car.

Plus we put pictures up and we have a lot of warranties with the car, so we've really done, I think, a good consumer service there on that side.

One of the other big success stories on Internet business, similar to you in some ways, is

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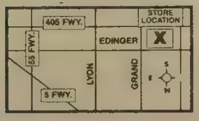

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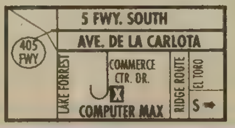

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Amazon.com. They have no physical bookstore themselves at all, but they have a huge virtual bookstore that's got millions of little distributors.

Do you foresee a time that your model becomes so successful that the storefronts start shrinking and the physical lots start shrinking. They just pull cars from the dock as needed and their real estate costs go down and their property taxes go down. I would think some of these guys that say that they're doing 50% of their business with you would start looking at the rest of their business.

Oh, absolutely. I think we're just a little bit premature in that part of the concept, but I think you're absolutely right. It has to go there.

And the next natural step maybe—I've been there for two years, the factories haven't been—is that when you put in an order to us here, we know how to extract and make that order exactly like a factory order. Then we send it right to the factory, and the factory gets it right to the dealer through a distribution point. Then we've taken one step out.

So that when you put in a request for a Cadillac STS black or whatever, Cadillac just moves it right to the dealer once you've said, "I'm going to take it." They're aware of the customer, as well as the dealer.

Then we get to leave Cadillac in control of the process. [*laughs*] In their own mind they got to say, "Well, we got to play in this thing. We got to be in control."

We're actually talking to a couple of manufacturers because they see that as they've tried to compete with us or tried to implement parts of this model, it doesn't work. GM put this Buy Power program out and it was incredibly unsuccessful. They're trying to change parts of it, but in order to survive in the upcoming years the manufacturers are going to have to look outside their own four-walled buildings. It doesn't mean going on the Internet. It means partnering up and doing things that they never thought they'd do before.

The whole partnering thing is something that you've been extremely successful in dealing with at a number of levels. One of the things that struck me in reading your materials was that you were talking about how in a conventional model, your car dealer would spend $15,000 for a full-page ad in the Saturday *L.A. Times* to bring customers into his store, and so if he did this every week, he'd be out $60K a month just for advertising. But if he goes with Auto-By-Tel, you've essentially taken over his promotional task, right?

Yeah.

The *L. A. Times* hates you...?

You know that most newspapers in the United States will not allow our dealers to put our logo in? Boston, *L. A. Times*, I don't think the *Register* does either.

So you're totally the enemy.

Yeah

Contractually, we used to have in our agreements that the dealers had to put our logos in their newspaper ads if they were over a certain size, identifying themselves as an authorized Auto-By-Tel dealer. All across United States, we had dealers call us and tell us we couldn't do it. And then in Canada, when we tried to advertise full-page ads of Auto-By-Tel, they wouldn't take our ads. I couldn't go to the *L. A. Times* and place an ad for Auto-By-Tel. Isn't that something?

There's these various newspaper conventions and the headlines are: "How to combat Auto-By-Tel." [*laughs*] That's a headline! I'm going, "My God! Now I've got the newspapers after me."

But you, in turn, take the fees that the dealers pay you, and you go and have arrangements with the various search engine sites, and you buy Super Bowl airtime, and stuff like that.

And you know, I'd go have arrangements with newspapers if they'd let us.

It seems to me it's pretty interesting how shortsighted they are. Over time they can't win.

Some newspapers put together a deal called "Cars" to try and combat us, where they had local dealers and they could put up their cars. But the reality is they can't control the process.

How do they go tell the dealer: "By the way, you just cut that customer's hands off and we're going to get rid of you?" How do you do that? That's your revenue stream.

What kind of technological plumbing does it take to run all this? Does it all sit here on your site? Is that computer room that I saw the brains of Auto-By-Tel?

We actually have other computer rooms here, too. We have a lot more going on.

But all the operations are located here?

Yeah, but we can't do that internationally. In the European Bloc countries you're not going to be able to transmit consumer data outside of certain areas.

That was sort of an unexpected backlash of their privacy laws.

Right. So as we go forward, with Auto-By-Tel-UK or whatever, we'll move those servers and everything, and we will export the technology and systems to the local countries.

The car business was sort of a natural for this new approach because it was so customer-hostile and just so egregiously ugly for all concerned. It was ripe for improvement and you were in a position to improve it. Do you see any other similar opportunities out there that people aren't taking advantage of?

We can see a lot of things happen on the Internet that are attacking a lot of businesses that can use some type of distribution restructure. Insurances are going to really be interesting. I think this new technology is going to be phenomenal for that.

I just bought a home. I got it financed on the Internet. I went to either Excite or to Yahoo and went into Home Mortgages, went into comparison home mortgages, selected the company with the lowest rate, and applied and got my loan with them in a couple of days.

On the Internet. A home mortgage! [*laughs*]

And buying a home traditionally is an even uglier process than buying a car.

I think about all the homes that I've bought traditionally, and I thought I was sophisticated, but here's what happens. You go buy a home and then your broker tells you, "You know, I've got a mortgage banker or mortgage broker that you go to and they'll get it for you." But by the time you got all the points and all the stuff that you went through, the mortgage banker made some money, the broker did, then the other company. They told you, "They're the best company to go to." Why they're the best company to go to is because they all got fees.

You go on the Internet, it's totally transparent. Just as transparent as the auto purchase is. So I think that that's going to be a great place.

Financing of any product is going to be a great place on the Internet. You need to be able to have something that is identified as a commodity on the Internet. Amazon.com can go sell a book because people know what that book is. I think it could be potentially more dangerous to sell a piece of jewelry because there's no branded jewelry. How you're going to bring QVC onto the Internet real well, I don't know.

I think clothing could do it. Polo. Armani. Somebody who's got a name brand recognition could, I think, go on the Internet and change their distribution process, but at great pain because they're liable to destroy their stores, their retail outlets. So I don't know. But someday.

People have asked us if we'll get into boats or motorcycles or stuff like that, and I suppose that if we were kind of piggy, we'd go out there and try to figure out how to do that right now, but we have got such a job to do.

Your plate is kind of full.

Yeah, it's pretty full. We're just going to stick with this. ◆

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AMD® K6-300 / K6-266, with MMX™ techonology	$ 269 / [illegible]
AMD® K6-233 / K6-200, with MMX™ techonology	$ 129 / [illegible]

Prices on CPU might change please call our store for up to date price.

MEMORY

DOUBLE IN-LINE MEMORY MODULE

DIMM **128MB SDRAM** 168pin ECC	$ 309
DIMM **128MB SDRAM** 168pin	$ 279
DIMM **64MB SDRAM** 168pin ECC	$ 139
DIMM **64MB SDRAM** 168pin	$ 115
DIMM **32MB SDRAM** 168pin	$ 55

SINGLE IN-LINE MEMORY MODULE

SIMM 16x32 **64MB EDO RAM** 72pin	$ 135
SIMM 8x32 **32MB EDO RAM** 72pin	$ 49
SIMM 4x32 **16MB EDO RAM** 72pin	$ 27
SIMM 2x32 **8MB EDO RAM** 72pin	$ 17
SIMM 1x32 **4MB EDO RAM** 72pin	$ 15
SIMM 1x32 **4MB RAM** 72pin	$ 15
SIMM 4x3 **4MB RAM** 30pin	$ 19
SIMM 1x3 **1MB RAM** 30pin	$ 7

SOUND CARDS

Sound Blaster AWE64, GOLD (Retail)	$ 159
Sound Blaster AWE64, PCI (Retail)	$ [illegible]
Sound Blaster AWE64, Value (OEM)	$ 69
Sound Blaster PCI PnP	$ [illegible]
Sound Blaster 16 bit (OEM)	$ 39
Shuttle 3D PCI with Wave Table PnP	$ [illegible]
Opti 931 64W 3D	$ [illegible]
Opti 32 with Wave Table / **Opti** 16 bit PnP	$ 25 / 17
Yamaha OPL 16bit PnP	$ [illegible]

FLOPPY DRIVES

TEAC 1.44MB (3.5") Floppy Drive	$ 20
NEC 1.44MB (3.5") Floppy Drive	$ 19

HARD DISK DRIVES

SEAGATE

Seagate Cheetah 9.1GB / 4.5GB, UW SCSI	$ 999 / 639
Seagate Barracuda 9.0GB / 4.5GB, UW SCSI	$ 795 / 549
Seagate 9.1GB / 8.6GB, Ultra ATA	$ 369 / 289

QUANTUM

Quantum 9.0GB / 4.5GB, Ultra Wide SCSI	$ 675 / 345
Quantum 2.1GB, Ultra Wide SCSI	$ 189
Quantum 6.4GB / 4.3GB, SCSI II	$ 379 / 275
Quantum 3.2GB / 2.1GB, SCSI II	$ 249 / 279
Quantum 12.0GB / 8.4GB, Ultra ATA	$ 369 / [illegible]
Quantum 6.4GB / 6.0GB, Ultra ATA	$ 239 / [illegible]
Quantum 4.3GB / 3.2GB / 2.1GB, Ultra ATA	$ 169 / 155 / 135

IBM

IBM 4.3GB / 2.1GB, Ultra Wide SCSI	$ 279 / 239

WESTERN DIGITAL

WD 4.3GB, Ultra Wide SCSI	$ 379
WD 6.4GB / 4.3GB, Ultra ATA	$ 229 / 169
WD 3.2GB / 2.5GB / 2.1GB, EIDE	$ 155 / 139 / 125

MAXTOR

Maxtor 11.5GB / 8.4GB / 6.4GB, Ultra ATA	$ 379 / 299 / 229
Maxtor 4.3GB / 3.2GB, Ultra ATA	$ 169 / 159

CONTROLLER CARDS

Adaptec 2940UW PCI Ultra Wide SCSI	$ 169
Adaptec 2940U PCI SCSI	$ [illegible]
Adaptec 1520B ISA SCSI	$ 79
Vesa Local Bus IDE Controller 2S, 1P, 1G	$ 14
ISA IDE Controller 2S, 1P, 1G	$ [illegible]
Printer Card	$ [illegible]

CD WRITER / CD ROM

CD WRITER DRIVE

Yamaha CDR400 4 x 6, SCSI internal	$ 599
Yamaha CDRW 40001PC 4x4x6, IDE internal	$ [illegible]
TEAC CDR55S 4x12, SCSI internal	$ [illegible]
RICOH CDRW 332400 2x2x6, IDE internal	$ [illegible]
Acer CDRW 2x2x6, IDE internal	$ [illegible]

CD ROM DRIVES

Plextor 32X / 20X, SCSI internal	$ 229 / 209
NEC 24X / NEC 16X, SCSI internal	$ 99 / [illegible]
Toshiba 2X, **DVD** internal	$ [illegible]
Toshiba 32X, SCSI internal	$ [illegible]
Toshiba 32X / Toshiba 24X, IDE internal	$ [illegible]
Cyberdrive 24X, IDE internal	$ [illegible]

COMPUTER SPEAKERS

Altec ACS45, 6 Watt Spks & 20 Watt Sub-Woofer	$ [illegible]
4Q Techonology, 10 Watt Spks & 20 Watt Sub-Woofer	$ [illegible]
200 Watt / 80 Watt Speakers	$ [illegible]

NETWORK ACCESSORIES

NETWORK HUBS

SMC® 16 Port Hub	$ 299
16 Port Hub	$ 119
9 Port Hub	$ [illegible]
8 Port Hub	$ 90

NETWORK CARDS

Intel® Ether-express, PCI 10/100BT	$ 69
3com® XL3C905 TX, PCI 10/100BT	$ 89
SMC® PCI 10/100BT	$ 59
SN5000 10/100 PCI Network Card	$ 35
SN3200 PCI Network Card	$ [illegible]
SN2000ISA Network Card	$ 19

BACK-UP ACCESSORIES

BACK-UP DRIVES

IOMEGA ZIP, 100MB SCSI external	$ 136
IOMEGA ZIP, 100MB IDE internal	$ 89
HP 4/8GB internal SCSI interface	$ [illegible]
HP T-3000, 3.2GB internal	$ 159

MODEMS / FAX

US ROBOTICS SPORTSTER

USRobtics V.90 56K, external	$ 169
USRobtics V.90 56K, int. w/ Voice / w/out Voice	$ 175 / 159
Sportster 56K, internal with Voice Mail (OEM)	$ 109
Sportster 33.6K, external	$ 129
Sportster 33.6K, internal with Voice Mail (OEM)	$ 89

DIAMOND MULTIMEDIA

Supra SMIC II 112K, internal	$ 199
Supra Express 56K V.90, internal	$ 99

OTHER MODEMS

Harmony 56K, PCI internal with Voice Mail	$ 79
56K, internal / **33.6K**, internal with Voice Mail	$ 65 / 45

VIDEO CARDS

MATROX

Millennium II, 8MB / 4MB AGP WRAM (OEM)	$ 209 / 155
Millennium II, 8MB / 4MB PCI WRAM (OEM)	$ 199 / 139
Mystique 220, 4MB SGRAM (OEM)	$ 109

ATI

All In Wonder PRO, 8MB / 4MB AGP SGRAM	$ 259 / 219
All In Wonder PRO, 8MB / 4MB PCI SGRAM	$ 259 / 219
Xpert @ Play, 8MB / 4MB AGP SGRAM	$ 189 / 149
Xpert @ Play, 8MB / 4MB PCI SGRAM	$ 179 / 149
Xpert @ Work, 8MB / 4MB AGP SGRAM	$ 199 / 139
Xpert @ Work, 8MB / 4MB PCI SGRAM	$ 199 / 139

DIAMOND MULTIMEDIA

Diamond Fire, GL1000 8MB / 4MB AGP SGRAM	$ 179 / 139
Diamond Monster II, Voodoo II, 3D 8MB PCI (OEM)	$ 219
Diamond Monster, 3D 4MB PCI	$ 159
Diamond Viper, 4MB AGP / PCI SGRAM	$ 145 / 149
Diamond II 220, 4MB PCI	$ 99
Diamond Stealth, 3D 4000 4MB AGP	$ [illegible]
Diamond Stealth, 3D 4MB PCI EDO RAM	$ 79
Diamond Stealth, 3D 2000 PRO 2MB PCI EDO RAM	$ [illegible]

ASUS / STB / S3 / TRIDENT

Asus 3000, AGP 3MB SGRAM	$ 129
S3 Virge, 3D 4MB AGP EDO RAM	$ [illegible]
Trident 9750, 3D 4MB AGP EDO RAM	$ [illegible]
Trident 9685, 3D 2MB PCI with TV Ready	$ [illegible]
Trident 9680, 1MB PCI with MPEG	$ [illegible]
Trident 9440, 1MB VLB / PCI	$ 29 / [illegible]
Trident 8900, 1MB / **8700 512K**, ISA	$ 29 / [illegible]

MEMORY UPGRADE

Millennium II, Rainbow Runner (Video Enhance)	$ [illegible]
Rainbow Runner Studio / Runner TV	$ 179 / [illegible]
Millennium II, 4MB module	$ [illegible]
Millennium, 4MB / 2MB module	$ 79 / [illegible]
Mystique, 4MB module	$ [illegible]
Diamond Stealth / Trident 1MB Module	$ 10 / [illegible]

MONITORS

SONY

Sony 200ES 17" .25 1280x1024	$ [illegible]
Sony 15SF II 15" .25 1280x1024	$ [illegible]
Sony 100ES 15" .25 1280x1024	$ [illegible]

VIEWSONIC

Viewsonic P815 21" .25 1800x1440	$ [illegible]
Viewsonic G810 21" / G800 20" .25 1600x1280	$ [illegible]
Viewsonic G790 19" .26 1600x1280	$ [illegible]
Viewsonic PT775 17" / GT775 17" .25 1600x1280	$ [illegible]
Viewsonic PT770 17" .25 1600x1280	$ [illegible]
Viewsonic P775 17" .25 1600x1280	$ [illegible]
Viewsonic G773 / E771 17" .27 1280x1024	$ 419 / [illegible]
Viewsonic 15GS 15" .27 AG 1280x1024	$ [illegible]

IIYAMA

Ilyama 9017E PRO 17" .25 1600x1280	$ [illegible]
Ilyama 8617E 17" .25 1600x1280	$ [illegible]
Ilyama 8515G 15" .25 1600x1280	$ [illegible]

PANASONIC

Panasonic P17 17" .27 1280x1024	$ 559
Panasonic S70 17" .27 1280x1024	$ 409

MAG INNOVISION

Mag DJ800 19" .26 1600x1280	$ 679
Mag DX700T 17" .25 1280x1024	$ 489
Mag DJ700 17" .26 1280x1024	$ 399
Mag DX15T 15" .25 1280x1024	$ 279
Mag DJ530 15" .28 1280x1024	$ 209

SHAMROCK

Shamrock 17" .28 1280x1024	$ 309
Shamrock 15" .28 1280x1024	$ 179
Shamrock 14" .26 1024x768	$ 139

KOMODO

Komodo H73 17" .28 1280x1024	$ 299
Komodo H51 15" .28 1280x1024	$ 169
Komodo H40 14" .28 1024x768	$ 129

CASES / POWER SUPPLY

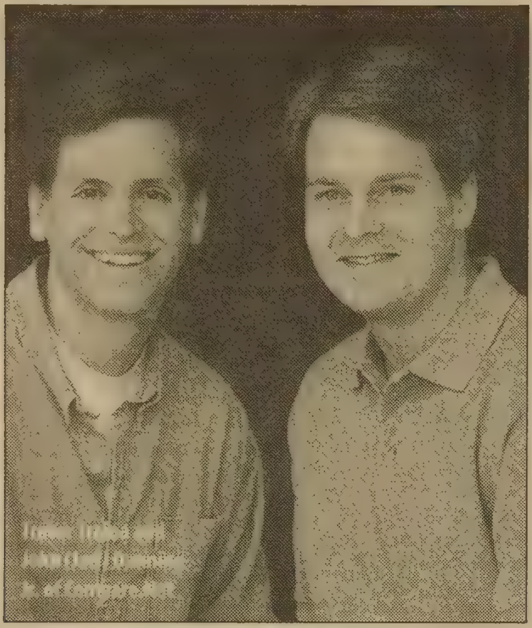
CHASSIS

ATX Full Twr Case, with 300 Watt P/S	$ 109
ATX Full Twr Case, with 230 Watt P/S	$ [illegible]
ATX Mid Twr Case, with 230 Watt P/S	$ [illegible]
Heavy Duty Full Twr Case, with 250 Watt P/S	$ [illegible]
Heavy Duty Mid Twr Case, with 250 Watt P/S	$ [illegible]
Full Twr Case, with 230 Watt P/S	$ [illegible]
Mid Twr Case, with 230 Watt P/S	$ [illegible]
Mini Mid Twr Case, with 230 Watt P/S	$ [illegible]
Mini Twr Case, with 230 Watt P/S	$ 21
Desktop Twr Case, with 230 Watt P/S	$ 20

POWER SUPPLY

ATX 300 Watt Power Supply	$ 59
AT 300 Watt Power Supply	$ [illegible]

Prices are good with this ad only. Prices, Specification, Terms, and conditions are subject to change without notice. All warranty are carry in and DO NOT included on site service. All trade marks belong to their respective companies. We are not responsible for typographic errors. All electronic parts, software sale are final, no refund, exchange, or credit only. 15% restocking fee for all returns. Items may be in OEM bulk Packaging.



Trevor Traina with
John [illegible] Dunning
Jr. of Compare.Net

Compare.Net: Smart Shopping Starts Here

Stop By Before You Buy!

By Sara Tassione

Imagine this. A Web site where you can comparison shop anything from software, to the latest car, to some slick new home entertainment system—get non-bias opinions on the products, educate yourself on what features are available, and purchase exactly what you want for the lowest price out there—all online. Imagine, no crazy, commission-driven sales reps, no store hour restrictions and no driving around ripping your hair out, looking for the best available price. Can you imagine it? Well, it exists and it's called Compare.Net (*www.comparenet.com*). A 29 year-old, enthusiastic Trevor Traina and his childhood buddy John Dunning Jr. decided that such a site needed to exist, and so they created it. Now, Compare.Net is 35 employees strong (more than doubling in one year) and "the" leading Internet buyer's guide according to their press materials.

The hip, relaxed office is located in San Francisco's China Basin Building, with a view of the waterfront that anyone would just die for. Ship artwork lines the bottom of the freshly painted walls waiting to decorate the new office, and I am told that the Titanic is not the theme they are going for, but more of a nautical feel. Right away, the easy-going Traina chit-chats about his new SF headquarters, "People work really hard here, but it's a great office environment because the people are all young, we have a softball team, we have beers on Fridays, it's really casual...you can wear whatever you want." He laughs very easily.

Actually he has a lot to be happy about. His company, the still privately-held Compare.Net, is doing very well. Already first round financing by Media Technology Ventures and GE Capital's Equity Capital Group are funding the companies continued growth. Not to mention partnerships with Cendant Corporation's netMarket and AutoVantage sites (for purchasing online), Product ReviewNet (for factual information and opinions on products) and US WEST Yellow Pages (who direct people doing product research to Compare.Net).

They have also linked a partnership with Auto-By-Tel (an online car dealership and our current cover boys), whom Traina admires, seeing the group as "visionaries." He clarifies: "They provide a great service to consumers, but they have also thought through what the businesses need, so they are serving two needs. I think that's really smart."

Things are looking up and even plans of going public—sometime in the next two years—is in the wings for this year and a half young company.

All right, this is all very well. But there are certain questions one, if not myself anyway, has right off the bat. Like, how do they make their revenue... nothing is done for free in this great nation of ours. Money talks. Furthermore, how do they maintain their non-bias stance and of course, what the heck is their secret to such success?

Well all these questions will be answered and many more.

In The Beginning...There Was None

But first things first. Why, with an MBA from UC Berkeley's Haas School of Business, a graduate degree in Political Science from Oxford University and a BA from Princeton University, is Traina doing this? Driven by starting his own company, he began Compare.Net while attending business school. He worked out of his father's house with six other people, fighting over only two phone lines for about four months. Traina didn't take any salary for a year and "racked up a lot of credit card debit," which he has since paid off.

The idea for Compare.Net came about one day when a business partner broke Traina's cordless phone. "So I ran to a store on Geary St. and I went over and looked at this huge shelf of products and I had no idea why one was better that the other." A problem many of us can relate too. "The salesman were just trying to sell me whatever was in stock. I thought, 'No store carries every single brand but I want my information before I make a decision. So I looked on the Internet for product information and there was just nothing. There was no way to compare products, so I thought, 'Oh my God, I think this is my idea right here." And that's that.

> "We deal in 'price' and 'features,'" says Traina, "So it's objective information rather than subjective. We never take a bias, in our editorial or anything."

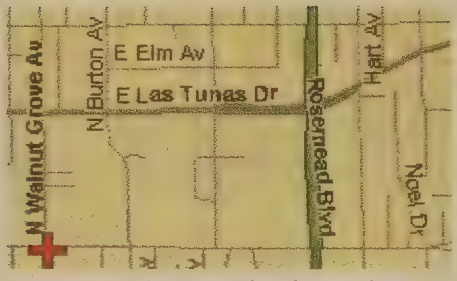
Your Membership Card, Please

As far as making a living from it, some real strategy had to be put into the business model. How could they make money from manufacturers, yet still maintain their integrity? They decided to sell "memberships," which basically offer, for a reasonable price, advertorials—a custom-built page (including vendor supplied info) with pictures of the product and text—rather than the free "check marks" page available to all manufacturers. Another perk to membership includes valuable data-mining information compiled daily from Web site visitor preferences.

continued on page 20

APC
Advanced PC Concepts

Sales: (626)237-1819
Tech: (626)237-1816
Fax: (626)237-2075
M-F: 8:30AM - 5:30PM
Sat-Sun: 11AM - 3PM



5118 Walnut Grove Ave, San Gabriel, Ca 91776

Pentium II System 1

Intel LX Chipset MB w/ AGP (BX for 350&400MHz)
32 MB SDRAM(PC100 for 350&400MHz)
3.2 GB ultra IDE hard drive
24x EIDE CD-ROM
S3 Virge DX 4MB PCI video card
15" .28 DP color monitor
Yamaha 16-bit PnP sound card
240 Watt Stereo speakers w/ mic
56K v90/Flex internal voice modem
1.44 MB floppy drive
2 serial, 1 parallel, 2 USB, 1 game port
2-button PS/2 mouse
104-key Win95 keyboard
7-bay medium ATX tower
Microsoft Windows 95
Lotus Smartsuite'97 & Grolier's Encyclopedia

PII 233 MHz	$1019
PII 266 MHz	$1067
PII 300 MHz	$1199
PII 333 MHz	$1342
PII 350 MHz	$1575
PII 400 MHz	$1795

Pentium II System 2

Intel LX Chipset MB w/ AGP (BX for 350&400MHz)
64 MB SDRAM(PC100 for 350&400 MHz)
4.3 GB ultra IDE hard drive
24x EIDE CD-ROM
S3 Virge DX 4MB PCI video card
15" .28 DP color monitor
Yamaha 16-bit PnP sound card
240Watt Stereo speakers w/ mic
56K v90/Flex internal voice modem
1.44 MB floppy drive
2 serial, 1 parallel, 2 USB, 1 game port
2-button PS/2 mouse
104-key Win95 keyboard
7-bay medium ATX tower
Microsoft Windows 95
Lotus Smartsuite'97 & Grolier's Encyclopedia

PII 233 MHz	$1097
PII 266 MHz	$1144
PII 300 MHz	$1276
PII 333 MHz	$1419
PII 350 MHz	$1659
PII 400 MHz	$1879

Pentium II System 3

Intel LX chipset MB, AGP (BX for 350&400MHz)
64 MB SDRAM(PC100 for 350&400MHz)
4.3 GB Maxtor ultra IDE hard drive
Toshiba 32x EIDE CD-ROM
ATI Xpert@Work 4Mb AGP video
17" .28 DP color monitor
Yamaha 16-bit PnP sound card
240Watt Stereo speakers w/ mic
Diamond 56K v90/Flex int voice PCI modem
1.44 MB floppy drive
2 serial, 1 parallel, 2 USB, 1 game port
2-button PS/2 mouse
104-key Win95 keyboard
7-bay medium ATX tower
Microsoft Windows 95
Lotus Smartsuite'97 & Grolier's Encyclopedia

PII 233 MHz	$1269
PII 266 MHz	$1317
PII 300 MHz	$1449
PII 333 MHz	$1592
PII 350 MHz	$1831
PII 400 MHz	$2052

Pentium II System 4

Asus MB w/ Intel LX Chipset (BX for 350&400MHz)
64 MB SDRAM(PC100 for 350&400MHz)
6.4 GB Maxtor ultra IDE hard drive
Toshiba 32x EIDE CD-ROM
ATI Xpert@Work 4Mb AGP video
17" Optiquest V775 .26 DP color monitor
Creative Labs AWE 64 soundcard
Satellite speakers w/ subwoofer
Diamond 56K v90/Flex int voice PCI modem
1.44 MB floppy drive
2 serial, 1 parallel, 2 USB, 1 game port
Logitech Firstmouse+ PS/2 mouse w/ wheel
104-key Win95 keyboard
Enlight 7-bay tool-less medium ATX tower
Microsoft Windows 95
Lotus Smartsuite'97 & Grolier's Encyclopedia

PII 233 MHz	$1650
PII 266 MHz	$1697
PII 300 MHz	$1829
PII 333 MHz	$1972
PII 350 MHz	$2181
PII 400 MHz	$2401

Pentium System 1

Intel TX Chipset motherboard
32 MB SDRAM
2.1 GB IDE hard drive
24x EIDE CD-ROM
S3 Virge DX 4MB PCI
15" .28 DP color monitor
Yamaha 16-bit PnP sound card
240Watt Stereo speakers w/ mic
56K V90/Flex internal voice modem
1.44 MB floppy drive
2 serial, 1 parallel, 2 USB, 1 game port
2-button PS/2 mouse
104-key Win95 keyboard
8-bay meium AT tower
Microsoft Windows 95
Lotus Smartsuite'97 & Grolier's Encyclopedia

Intel P166 MMX	$806
Intel P200 MMX	$810
Intel P233 MMX	$847
AMD K6 200 MHz	$796
AMD K6 233 MHz	$812

Pentium System 2

Intel TX Chipset motherboard
64 MB SDRAM
3.2 GB ultra IDE hard drive
24x EIDE CD-ROM
S3 Virge PCI video
15" .28 DP color monitor
Yamaha 16-bit PnP sound card
240Watt Stereo speakers w/ mic
56K V90/Flex internal voice modem
1.44 MB floppy drive
2 serial, 1 parallel, 2 USB, 1 game port
2-button PS/2 mouse
104-key Win95 keyboard
8-bay medium AT tower
Microsoft Windows 95
Lotus Smartsuite'97 & Grolier's Encyclopedia

Intel P166 MMX	$881
Intel P200 MMX	$884
Intel P233 MMX	$922
AMD K6 200 MHz	$871
AMD K6 233 MHz	$887

We will attempt to match any advertised price! Prices subject to change without notice.
All items carry a 1-year warranty. Additional manufacture's warranty may apply.
14-Day money-back guarantee. All logos are trademarks of their respective companies.
15% restocking fee for returned non-defective items.

Backup

Iomega Zip Ext Parallel	$134
Iomega Zip Ext SCSI	$145
Iomega Zip Int IDE	$78
Iomega JAZ Int SCSI	$257

Cases

Enlight AT medium	$60
Enlight ATX medium	$68
Generic AT medium	$50
Generic ATX medium	$60
Inwin ATX medium	$68

CD-ROMs

Generic 24x int IDE	$48
Generic 32x int IDE	$55
Toshiba 24x int IDE	$62
Toshiba 32x int IDE	$68
Toshiba 32x int SCSI	$100
Creative Labs 24x int IDE	$56

Floppy

Mitsumi 1.44 MB	$18

Hard Drives

Seagate	
3.2 UDMA	$147
4.3 UDMA	$182
6.4 UDMA	$218
Quantum Fireball SE	
3.2 UDMA	$185
4.3 UDMA	$194
6.4 UDMA	$242
WD Caviar	
3.2 UDMA	$155
4.3 UDMA	$172
5.1 UDMA	$199
6.4 UDMA	$223
Maxtor DiamondMax	
3.2 UDMA	$159
4.3 UDMA	$165
6.4 UDMA	$209
8.4 UDMA	$285
11.5 UMDA	$377
Fujitsu	
3.2 IDE	$142
4.3 IDE	$171
5.2 IDE	$207
6.4 IDE	$217

Memory

PC100 128 MB	$254
PC100 64 MB	$132
PC100 32MB	$65
128MB SDRAM	$186
64 MB SDRAM	$93
32 MB SDRAM	$42

Modems

Diamond 56K int PCI modem	$64
Generic 56K int flex	$54
Generic 56K int X2	$54

Monitors

Viewsonic PT775	$640
Optiquest V775	$475
Amptron 17"	$275
Amptron 15"	$154
Amptron 14"	$127

Motherboards

Asus P2B98	$193
Asus P2L97	$141
Abit BX6	$182
Abit LX6	$142
Otto LX MB	$99

Sound Cards

SB AWE64V	$61
Yamaha sound	$15

Processors

Pentium II	
400MHz	$874
350MHz	$655
333MHz	$537
300MHz	$394
266MHz	$262
233MHz	$220
PII CPU fan	$10
Pentium MMX	
233MHz	$145
200MHz	$108
166MHz	$105
Pentium CPU Fan	$5
AMD K6	
233MHz	$110
200MHz	$95

Video Cards

ATI Xpert	
@Work 4M AGP	$75
@Work 8M AGP	$99
@Play 4M AGP	$90
@Play 8M AGP	$115
XpertXL 4M AGP	$69
ATI All-In-Wonder Pro	
4MB AGP	$219
8MB AGP	$246
Asus	
V3000 4M AGP	$103
V2740 8M AGP	$120
Diamond	
FireGL Pro 4M AGP	$145
FireGL Pro 8M AGP	$185
Viper 4M AGP	$112
Matrox	
Productiva 8M AGP	$84
Millenium2 4M AGP	$135
Millenium2 8M AGP	$190

We Make the Grade for Price, Service & Suppor

Crista Elite-Media

- ✓ Pentium Mainboard with 512K Pipeline Burst Cache
- ✓ 32MB EDO RAM (72-Pin Simm Module, 60ns)
- ✓ 3.2GB E-IDE Hard Drive, 1.44MB Floppy Drive,
- ✓ 32X E-IDE CD-ROM, 3D Stereo Sound, Speakers
- ✓ 64-bit Graphics Accelerator with 2MB (Exp. To 4MB)
- ✓ 15" Super VGA Color Monitor (1024x768, .28mm)
- ✓ 2 High speed Serial, 1 Parallel Ports
- ✓ 104-key Win95 Keyboard
- ✓ 3 Button High-Res. Serial Mouse
- ✓ Super Mini Tower Case with 230 W. Power Supply
- ✓ Microsoft Windows 95 CD (OSR2, version 2.5)

Cyrix 6x86MX-PR200	$735.00
Cyrix 6x86MX-PR233	$765.00
Intel Pentium 200MMX	$795.00
Intel Pentium 233MMX	$835.00

Crista Pro-Media

- ✓ Intel 430TX Chipset Pentium Mainboard, 512K Cache
- ✓ 32MB EDO RAM (72-Pin Simm Module, 60ns)
- ✓ 4.3GB Ultra DMA Hard Drive, 1.44MB Floppy Drive
- ✓ 32X E-IDE CD-ROM, 3D Stereo Sound, Speakers
- ✓ S3 3D ViRGE with 4MB PCI SVGA Card
- ✓ 15" SVGA Color Monitor (1024x768, .28mm)
- ✓ 2 High speed Serial, 1 Parallel Ports
- ✓ 56K Internal Voice Data/Fax Modem
- ✓ 104-key Win95 Keyboard, High-Res. Serial Mouse
- ✓ Super Mini Tower Case with 230 W. Power Supply
- ✓ Microsoft Windows 95 CD (OSR2, version 2.5)

Cyrix 6x86MX-PR200	$859.00
Cyrix 6x86MX-PR233	$879.00
Intel Pentium 200MMX	$899.00
Intel Pentium 233MMX	$939.00

Crista Deluxe-Media

- ✓ Intel 440LX AGP Chipset, 512K L2 Cache
- ✓ 32MB SDRAM, 1.44MB (3.5") Floppy Drive
- ✓ 4.3GB Ultra DMA Hard Drive
- ✓ Yamaha 917 3D Stereo Sound Card
- ✓ 32X E-IDE CD-ROM, Amplified Speakers
- ✓ Trident 9750 4MB AGP with TV Output
- ✓ 56K V.90 Internal Voice Data/Fax Modem
- ✓ 15" Super VGA Color Monitor (1024x768, .28mm)
- ✓ 2 High speed Serial, 1 Parallel, PS/2 Mouse Ports
- ✓ 104-key Win95 Keyboard, High-Res. PS/2 Mouse
- ✓ Super Mid Tower ATX Case, 230 W. Power Supply
- ✓ Microsoft Windows 95 CD (OSR2, version 2.5)

Pentium-II 233MMX	$1,095.00
Pentium-II 266MMX	$1,155.00
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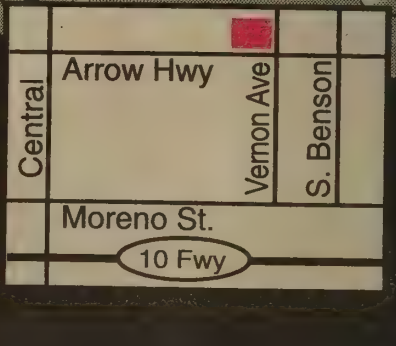

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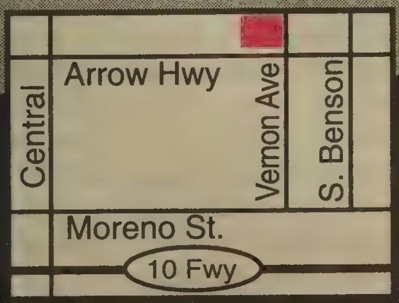

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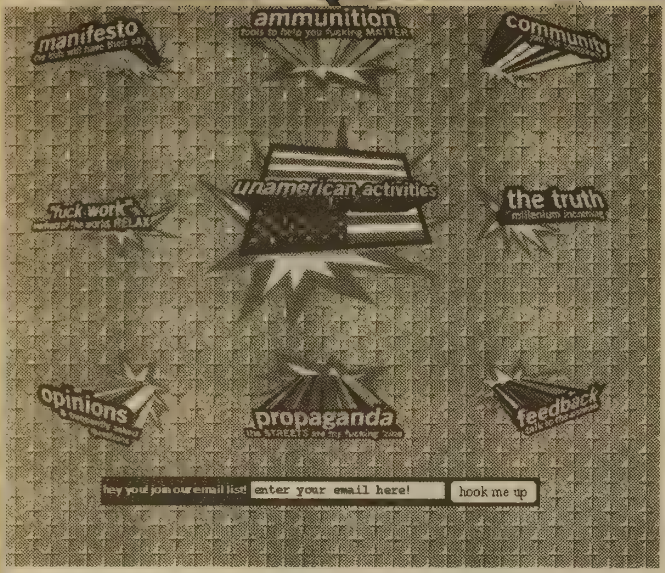


doing business on the internet

Unamerican Activities

The Grassroots Of Doing Business On The Internet

By Jonathan E.

If you had a dime for every business scheme proposed over the past few years to take advantage of the Internet, you'd be quite well off. On the other hand, if you had a single dime for every business that's up on the Net, using it for its core business activities, and already truly profitable, you'd probably not have enough to make more than a couple of phone calls.

The problem is that the investment and financing required for most large-scale operations is not insignificant. To get into the mass market, you'll spend substantial sums of money on programming, hardware, marketing, content production, and other more mundane business needs such as office space and personnel. Even the well-known business stars of the Internet, helmed by newly minted MBAs, with massive publicity campaigns, lucrative IPOs and full of bright hopes, are mostly not making profits on current activities, even with millions of page hits a day. In some cases, the interest earned on the reinvested cash raised with an IPO is just enough to push the balance sheet into the black.

However, that's only the story at the mega-corporation mainstream end of the scale. At the grassroots level, it can be a different story. Take Unamerican Activities (*www.unamerican.com*), a provider of stickers, coffee mugs, and T-shirts, that claims 12,000 online customers and monthly sales of $3,000 generated from its site. Not much perhaps from the Mammon-worshipping capitalist point of view but not bad for two self-described "punk rockers" who started with $40 and have expenses so minimal they might as well be nonexistent.

What's their secret?

The Business of Stickers

Unamerican Activities' main offering is its self-created line of stickers, each with a phrase or slogan that appeals to the young and disaffected although unlikely to do more than irritate the smug and pompous. The coffee mugs and T-shirts are emblazoned with a smaller selection of the same phrases. The Unamerican site has each slogan displayed with a Java Script alert that explains the thinking behind it when it's clicked on. However, stickers are interesting in this context for reasons other than their particular messages.

From an immediate business point-of-view, stickers have both a very high profit margin and a surprisingly large market. Stickers may cost as little as three cents to print but fetch a dollar each with no one complaining. A popular sticker may sell as many as a couple of hundred thousand over several years.

Beyond this simple arithmetic, however, Srini Kumar, one of the two partners in Unamerican, explains that stickers have other interesting qualities in that they not only are the product, they're also advertisements for the site, becoming, in effect, links to the site. Unamerican has never bought a banner ad anywhere, and while some other sites of similar inclinations link to it providing some traffic, Kumar says, "We consider that the whole world is a link. The whole world is full of hyperlinks. Stickers are inherently links if you print your URL on them. Most of our links are referrals from people's stickers; they're not from cyberspace—they're from real space."

And the key to Unamerican's success does, in fact, lie within its smart integration of the advantages of the properties of cyberspace with some old-fashioned, real-world considerations that have been forgotten by many speculators in the gold-rush fever of doing business on the Internet.

Digging The Grassroots

Kumar is insistent that the success of Unamerican Activities is not fundamentally due to its presence on the Internet, although he has had a Web site ever since he started the business in 1994 and credits it with effectively reducing his marketing costs to zero. He has also noticed that as he has improved the site with new features, sales have increased.

What Kumar has, and believes is key to the success of Unamerican, is a passion for both his stickers and their slogans and for the work he does on the Web site. His advice to others wishing to embark on a similar path is dramatically simple: "The biggest thing to remember, if you're the small guy, is that being compelling does not require technology. As much as I love my Web site, I feel like I'm doing some of my best work on bumper stickers and that's a really low-tech item. I'm doing some things that I think are really exciting and interesting. So what's really important is having something cool to say and figuring out a model whereby it'll support you to develop that idea."

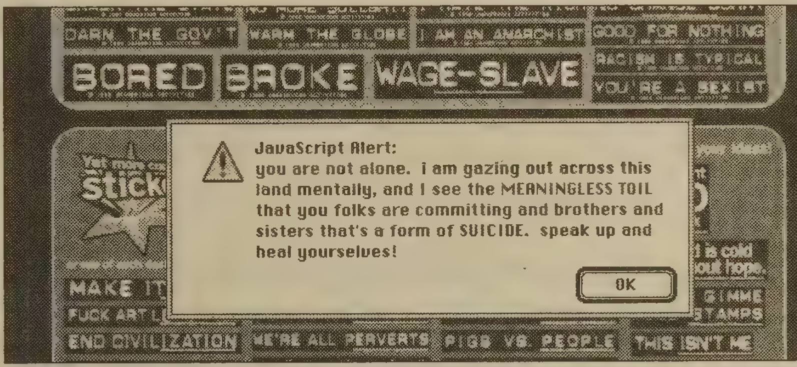
Unamerican Activities' main offering is its self-created line of stickers, each with a phrase or slogan that appeals to the young and disaffected although unlikely to do more than irritate the smug and pompous.

Having something cool to say is indeed a basic requirement of grassroots business success whether that cool thing takes the form of bumper stickers, books, other media such as records, or entirely non-verbal, non-media items. Cyberspace may offer a shortcut or two when it comes to reaching your market but there won't be a market unless you're offering something that strikes a chord both within yourself and within your audience.

Kumar points out that when it comes to selling things on the Internet stickers have some advantages, "You can communicate a sticker online unlike a lot of other things that people are trying to sell. When you see a sticker you know what a sticker is. You don't have to hold it and touch it in order to want it. Especially if the sticker says the right thing."

Another key, of course, is some degree of originality. Perhaps fearing an onslaught of competing stickers, Kumar quickly adds, "But first of all, find something noncompetitive!"

Grassroots activity, however, readily fosters that sense of community that mainstream business gurus have posited as necessary for online success. Not worrying about his earlier remark, Kumar explains, "The best thing about the grassroots is that it's not about competition at all. Look at bands. Bands look stupid if they wear their own T-shirts. What do they wear? They wear the T-shirts of other bands! I'm constantly telling my friends, my mailing list, about these great links that they should go check out. There's this kind of spirit in grassroots. You'll never see Amazon and Barnes & Noble giving each other referrals because that would be competition. That's why the grassroots is inherently better—we work with each other."



JavaScript Alert:
you are not alone. i am gazing out across this land mentally, and I see the MEANINGLESS TOIL that you folks are committing and brothers and sisters that's a form of SUICIDE. speak up and heal yourselves!

"The biggest thing to remember, if you're the small guy, is that being compelling does not require technology."

—Sirni Kumar, co-founder
Unamerican Activities

Nuts And Bolts

Kumar has programmed the Unamerican site from the beginning but does not consider himself a programmer. He brushes off questions about learning how to use software tools, insisting that there are no technical barriers beyond, "You need to type. It's that easy. If you've got something to say, you've got to do it. You've got to learn it."

When he began, the site was just "a couple of flat pages. I didn't even know enough about hypertext to do it. It was done on a friend's computer and at Kinko's."

Today, Kumar's skills have advanced to the point where he uses Java Script and he's learned "enough PERL to get some very interesting things done with regards to forms processing." However, he says, "My understanding is extremely targeted, extremely specific. It's nothing that could probably ever get me hired anywhere else." What drove him to learn what he knows was seeing other sites with features he liked and imitating them. His advice to others is along standard punk-rock lines, "Learn how to steal code. You can create very compelling content using just HTML."

Other technical considerations are also reminiscent of punk attitudes along with a dose of traditional Internet idealism. Unamerican is "a Microsoft-free environment." Almost all the software used is open-source freeware, "basically Linux running an Apache server, it's all free."

Regarding the interactivity of a site, Kumar advises, "The interactivity aspect is really easy as well. It's not the most essential first thing you should do but you should think in terms of the interactivity from the get-go like setting up mailing lists and listservs and threaded databases and stuff like that. Again, the code is free. For example, there's a place called 'guestworld' where you can set up a guestbook for free. A guest book is interactivity and an important thing."

One of the big mainstream considerations of Internet commerce is secure transactions. At this stage, Unamerican sidesteps the issue completely. "You have to think in terms of what really makes for a transaction." Kumar explains, "What makes for somebody actually paying you. How do you get paid? We don't have secure online commerce yet. And we've still made money because the Unamerican idea is really compelling. Basically, when you make an order, you get an email back confirming it and we get an email from our site that says this is what you ordered and this is what we can expect. So that way we can have it packaged up by the time your check arrives." Kumar agrees that taking credit cards would be an improvement in the future but obviously they're not essential to Unamerican's current business.

Unamerican's talent for skirting traditional business practices extends to the hosting of its Web site. Kumar becomes almost circumspect when asked but soon responds in his typical forthright manner, "Well, dude, it's just like how people get fliers printed in the underground economy—they make a copy connection. Well, that's how you get online for free. OK? I made a Web site connection. I just met some guy at an old job and he gave me a free site. Frankly, it doesn't cost me a dime and don't let anybody tell you different. You can always get free space if you schmooze enough."

Kumar has also used the same social technique for obtaining some of the software he plans to use in the future, Stronghold for a secure server and Fusion 3.0. Of Fusion, he says, "It's not a bad tool. Basically, I know the guys who make it and I got a free copy as a result. That's my hint to any budding entrepreneur, right?"

A Virtuous Cycle

Obviously, Unamerican Activities deals with communication in the real world whether through its main product, the stickers, or Kumar's talent for finagling business amenities. However, Kumar has built upon a solid foundation of idealism designed to bridge the gap between the real world and cyberspace.

He's prepared to match his words with actions as well, to continue the chain of spreading the wealth that's enabled him to get the Unamerican site up. Asked whether his advice is not specific to computer-industry hotbeds such as Silicon Valley, he immediately offers to extend his free Web hosting to anyone with an interesting idea, believing that there should be no barriers to entry to getting stuff online. He cautions though, "You shouldn't waste my time. I'm not going to do it for anybody who wants to just do some silly multilevel marketing scheme."

Such collaboration and helping hands are not uncommon in traditional grassroots circles or in the Internet of several years ago. Kumar intends to apply the same spirit to future additions to the Unamerican site. He sees it as "a virtuous cycle. The better the site gets, the better the sales get. The better the sales get, the less I have to work on other distractions and the more inclined I am to make the site even better. So it's a perpetual motion machine." ◆

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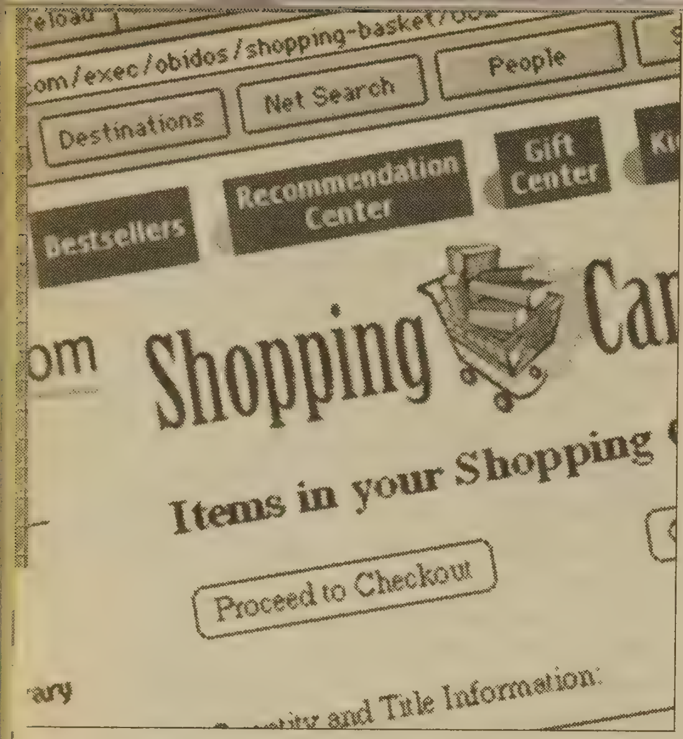

Safe Shopping On The Internet

Don't Go Netsurfing Without These Common Sense Rules

By Peter Linde
and Sam Penrose

This month, Peter offers some common sense rules for safely doing business on the Internet, while Sam delves into a controversy about Macs as Web clients vs. its PC counterparts.

Have I Got a Deal For You!

By Peter Linde

The question on everyone's mind is, "Is it safe to do business on the Internet?" The answer is a resounding, "Yes!" But just like business transactions in the real world, you can't afford to leave your common sense at the door.

Although you might not realize it by reading some of the reports in the mainstream press, commerce on the Internet is nothing new. In fact, people have been using the Internet for commerce practically since cans and strings formed the network that connected computers. Before the World Wide Web, before America Online, even before The Well, people turned to News Groups to buy and sell just about everything under the sun. Consequently, we have years of experience from which to draw certain, mostly common sense rules for doing commerce on the Web. Although most of these rules will work fine for either party in a transaction, and both buyers and sellers can be conned if they are not careful, I am gearing this column toward consumers who want to buy stuff rather than businesses that sell the stuff.

Rule #1: Caveat Emptor—Let the Buyer Beware

What could be more simple? And yet, you might think that this was the most difficult rule of all to follow. There is something about the Internet that turns normal, intelligent people into gullible dolts who believe everything they read.

It seems that if it arrives via electronic mail, most Internet User's will believe that reading "virus" email can erase your hard drive (it can't, by the way), that famous department stores sell cookie recipes for $250, that boys in England with cancer want your business card so that they can get into the *Guinness Book of World Records* before they die (they don't, by the way), or that trout live in trees. But that's not all: Email and the Web seem to hypnotize people into believing the most outrageous claims about products.

Listen: It's not like the rules of commerce, or physics for that matter, suddenly don't apply on the Internet. If you would think it was too good a deal to be true at your local store or from some guy on a street corner, chances are pretty good that it's too good to be true on the Internet as well.

Rule #2: Know Who You're Dealing With

When you buy from a local store, or even from an ad in the paper, chances are pretty good that you know a few things about the person or business to which you are giving your money. You should make sure you know as much as possible about anyone with whom you do business on the Internet. Anyone can create a great looking Web page. You can't tell the size of a company, or just about anything else from a Web page (see Rule #1). Where is the company or individual based? In another state? In the US? What kind of reputation do they have? What are the laws in your area as well as theirs that will protect you should your transaction not live up to your expectations?

Laws vary from county to county, yet now you might be buying that self-rotating wicket from someone in Abu Dhabi. Be smart. Ask questions. If dealing with a company, find out about return polices and don't forget to ask about hidden costs such as shipping and restocking fees. If you are buying from an individual, ask for a 7 day right to return. If they won't grant you that, see Rule #1. If they do grant you the right to try before you buy, it's no guarantee that they are on the up and up (yes, they could be lying to you), but at least you will have tried to protect yourself.

In general, you are safe dealing with established companies. You aren't going to have trouble buying on the Internet from companies like Amazon.com, Apple, Virtual Vineyards or any other national chain.

Rule #3: Always Use Your Credit Card

Is it safe to send your credit card information over the Internet? When it comes to buying, it's just about the safest method of payment. Here's why:

Most reputable companies who take credit card information over the Internet provide secure servers for doing so. Secure Servers encrypt your credit card and order information so that it is extremely difficult, though not impossible, for someone to intercept information and decode. However, it is much more likely that someone will pull your credit card information out of your own garbage can than that they will sniff your information off the Internet—encrypted or not. The biggest reason for using your credit card to purchase products over the Internet has nothing to do with technology. Using a credit card provides near indemnity against loss from unscrupulous business practices. If that $10 "Engraved Image of President Washington" turns out to be a 2¢ postage stamp, you can simply call your credit card company and have them hold payment to the company. If you paid by check, or worse, by cash, you are out of luck.

> There is something about the Internet that turns normal, intelligent people into gullible dolts who believe everything they read.

Rule #4: Think Globally, Buy Locally

Just because you can now buy something on the Internet doesn't mean that it makes any sense to do so. If, at a car dealership, the salesperson wouldn't let you test drive any of the cars, you would be unlikely to give them your money, right? So, does it make sense to buy a car over the Internet? It might, but you better go to a good, old fashioned, three-dimensional dealership to try one out before you do. And if you do buy that car over the Internet, who will you take it to when it breaks down? It just makes sense to buy some things locally. In addition to supporting the economy in your own backyard, should something not go perfectly with the transaction or its aftermath, talking with someone face to face always beats handling a dicey situation via email. Armed with these four rules, as well as your own common sense, you should be able to go out on the Internet and safely shop till you drop.

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Your Order
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Help

When shopping online, you're much safer dealing with established companies such as Amazon.com, Virtual Vineyards, or Apple.

Do Mac Users Surf Slower?

By Sam Penrose

(Editorial concerns have pushed the promised follow-up to last month's assessment of the gaming industry back one issue. Stay tuned for more, and feel free to send your opinions to *MicroTimes_Column@bmug.org* .)

A number of my Mac-loving friends who also use Windows have noticed that their Windows boxes seem to sharply outperform their Macs as Web clients. Lorca Hans, Webmaster at San Francisco State University, reports that he gets "much faster" results from NT 4.0 on a Pentium 166 box than he does on a PowerMac 4400/200 running Mac OS 8 with the same Ethernet connection to the same network. Two computer-savvy friends have asked me about this gap, two more professional associates have asserted that it exists, and it's been the subject of several recent threads in the comp.sys.mac.comm newsgroup. Web browsing has become a basic function for today's computers. Are Macs really suffering from second-rate performance in this critical area, and if so, when can we expect a fix?

Documentation Is Lacking

Unfortunately I don't have access to a Mac/PC test lab, and those who do (*Macworld* or *MacWEEK*) have not looked at the question. They have, however, run some tests which shed indirect light on the possible magnitude of the problem.

Macworld's assessment of throughput on a crop of K56flex and x2 modems (*http://macworld.zdnet.com/pages/articlelinks/15.04.modems.speed.gif*) shows a substantial fall-off when the modem shifts from FTP- to HTTP-based tasks. Nine desktop modems averaged 48.4 Kbps on an FTP download test but only 28.3 Kbps on a Web download test. Web throughput was 40% slower. By itself that figure may mean nothing, since it's unclear how much of the gap is due to the superiority of FTP to HTTP for throughput and the details of the testing setup. None of the three PC-oriented magazines I checked publish HTTP-based test results in their modem roundups, preventing direct comparison. Still, if *Macworld*'s results do not conclusively document users' experience, neither do they contradict it. Also circumstantial but more dramatic are the results *MacWEEK* found last summer when comparing the Web- and file-server functionality of AppleShare IP 5.0 and Open Transport 1.1.2 to that of Windows NT 4.0, available on the Web at *www.zdnet.com/macweek/mw_1127/rv_appleshare.html* . Attached benchmark results show that NT provided four times more throughput as a file server than the Apple solution while handling eight times as many requests as a Web server. Mac OS's shortcomings were doubled when the protocol was HTTP. Web serving is not the same as Web browsing, but test results suggestively congrue with the impressions of sophisticated users.

Possible Causes

The relatively terrible file server performance itself may point to part of the problem. My initial answer to friends who asked me why their Macs seemed slow on the Web was that Mac Web clients were probably suffering from Mac OS's notoriously inefficient file input/output. Web browsing amounts to the process of telling your Mac to fetch a whole bunch of small files from across a network and then assemble them in various ways (in RAM, on your hard drive, on your screen). Windows is a descendant of DOS, aka "Disk Operating System," and it has always been relatively fast at shuttling files around. Meanwhile, Mac OS's File Manager is reportedly still written in 68K code, which would hamper still further the ability of fast PowerPC processors to overcome any inefficiencies in decade-old software.

Other knowledgeable sources have targeted the Macs networking architecture, specifically Open Transport. My attempts to follow up on this angle landed me deep over my head among TCP/IP, Macintosh, and Web professionals whose opinions on OT's merits are as strong as they are mutually antagonistic. I do not know whether OT slows Mac OS's performance on the Web, and those who should know disagree vociferously.

Subjective Evidence Counts

The lack of a smoking gun here is frustrating, but it does not mean that user experience can be simply brushed aside as

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Bringing The Office Into The Squad Car

Empowering The Police With Personal Digital Assistants

By James R. Wolf

Using his PDA, the officer ran the subject's name against the master record database and discovered that the man was recently hospitalized for an attempted suicide. This added information completely changed the way the officer approached the situation.

The Largo, Florida Police Department is putting a new twist on the concept of the "virtual office." With the Apple Newton MessagePad and eMate Personal Digital Assistants (PDA), they are bringing the office into the squad car. These new devices provide officers with electronic messaging, database access, word processing and access to the Internet wherever they are.

Personal Digital Assistants are small pen-based computers. Originally, they were little more than electronic organizers, designed primarily to provide users with a method for managing appointments, notes, phone numbers, and a few other functions. However, today PDA's have evolved into useful and versatile computing platforms.

Capabilities

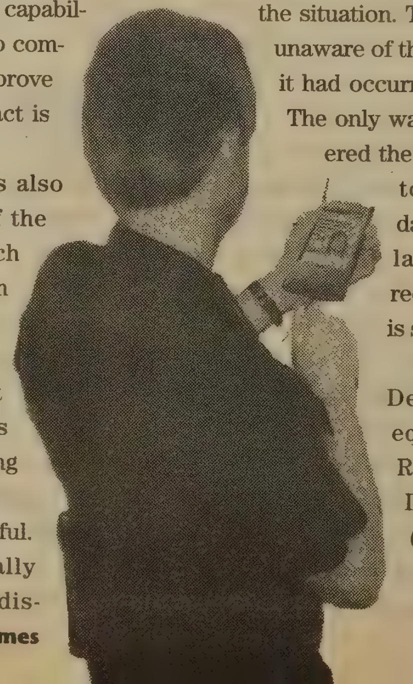
PDA's were first deployed in Largo Police vehicles in December 1997. Currently, ten Newton's are being used "on the street." They provide officers with a wide array of new capabilities. The wireless Internet connection, for instance, enables officers to send email to other members of the department and anyone else with an Internet email address. The devices also provide live messaging capabilities. This chat feature allows officers to communicate silently, a feature that could prove useful in situations where radio contact is ineffective or inappropriate.

In addition, the handheld devices also allow officers to view a snapshot of the department's computer aided dispatch (CAD) screen. Viewing the CAD system permits officers to monitor pending calls for assistance. They can ascertain the nature of the call and the time it was placed. Other information such as geographic location, the unit responding and status are also listed.

Already this feature has proven useful. In some cases, officers have actually responded to a call before it was dispatched. Since they have the ability to view the dispatch screen, they can begin responding to the location as soon as the call is placed. This improved response time could be vital in an emergency situation.

The PDA's also put a number of databases at the officers' fingertips. A unit responding to a call can query an address to learn about the history, number and nature of previous calls. Officers can also query the department's master name record to gain valuable information. The PDA can display gray scale photos of crime suspects and even retrieve composite sketches. In the future, officers will be able to check tags and retrieve additional information from statewide and national crime databases.

The more information an officer has about a call, the better equipped they are to handle the situation. In one instance, an officer responding to a "welfare check" on a subject was correctly told that there were no prior calls to the location. Using his PDA, the officer ran the subject's name against the master record database and discovered that the man was recently hospitalized for an attempted suicide. This added information completely changed the way the officer approached the situation. The dispatch operator was unaware of the suicide attempt because it had occurred at a different location. The only way they could have discovered the suicide attempt would be to perform an extensive database search. Given the large number of calls received by dispatchers, this is simply not practical.



Each of the Largo Police Department's Newtons is equipped with an Airlink Raven 19.2 Kbps Cellular Digital Packet Data (CDPD) modem. This gives Largo's officers the ability to move freely

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"WOW...for Memory DMS has Low Prices!"

SDRAM SPECIAL
SDRAM 16X64-10 128MB [illegible]
SDRAM 32X64-10 256MB $559

Desktop Memory

Apple	8M	16M	32M	64M	128M
MAC G-3 (NEW)				179	369
8500, 9500 DIMMS		55	85	139	329
QUADRA 700,900, 950 (KT)	39	79		289	
QUADRA 800, 840 AV		25	38		
QUADRA 605, 610, 650		25	38		
CENTRIS 610, 650,660		29	38		
PERFORMA 450, 460, 466,467, 475,550,575,577,578		29	38		
MAC II, IICI, IICX,	39	59	79		
IIVI, IIVX, IIX, SE30					

AST	8M	16M	32M	64M	128M
ADVENTURE 200,400 (AMD)		45	75		
PREMIA 4/33,336, 50D, 66D	59	79			
ADVANTAGE! PLUS/PRO	29	45			
BRAVO LC 5166,5200 (SDM)	45	75	195	339	
BRAVO MS 5166,5200(SDM)		45	75	195	339
MANHATTAN D 6200		69	89	195	369
MANHATTAN PRESC PRO 6200		69	89	195	369
PREMIUM 486 (ALL)		CALL			

COMPAQ	8M	16M	32M	64M	128M
DESKPRO 2000 5166MMX (SD)		45	75	189	339
DESKPRO 4000 5166MMX (SD)		45	75	189	339
DESKPRO 6000 6233,6300(SDE)			89	239	419
DESKPRO XL 6150/6200 (DIM)		69	79	195	369
DESKPRO 486 SERIES		CALL			
DESKPRO M SERIES EXP BOARD 0 MB $119.00					
PROLINEA 486 SERIES	35	59	85		
PROSIGNIA 486/33, /66	35	59	85		
PRESARIO 400,600, 800	35	59	85		
PRESARIO CDS 720,724,	35	59	85		
PRESARIO 8772 (SDRAM)		59	79		
PROLIANT 6000,6500, 7000 6200 NEW CALL					
PROLIANT 1500,6/200 FLEX (DIM			79	195	369
PROLIANT 2500,2500R (DIMM)			79	195	369
PROLIANT 486 SERIES		49	65		

DELL	8M	16M	32M	64M	128M
DIMNSION XPS D 233/266/300 **(NEW)**			79	195	339
DIMNSION XPS M166/200		45	79		
XPS 133S,166S,200S,			45	79	
XPS P133V,P200V			45	79	
DIMENSION XPS H233,266		65	69	149	
DIMENSION XPS P100C,120C ED		49	65	125	
OPTIPLEX GXA PII 233,266,300**(SDE)**			95	219	389
OPTIPLX GXI,GX PRO200 (DIMM)		69	79	195	369
OPTIPLEX GL,GM,GMT, (ED)		45	65	125	
OPTIPLX GS,GXL,GXMT(ED)		45	65	125	
PRECISION 486		45	59		
PERFORMANCE		45	59		
POWEREDGE 2100,4100,6100		69	79	195	369
POWERDESKTOP		45	59		
POWERLINE WKST		45	59		
WORKSTATION 400 PII 266,300 NEW			79	195	369

	8M	16M	32M	64M	128M
E-1000,E-3000,E-3100(SD)			79	195	339
E-5000-2266,2300 (SDE)			95	219	389
PROFESSNL P5/100, (DIMM)		45	79		
P5/120, P5/133, P5/166,P5/200		45	79		
PC FAMILY P5/200 (DIMM)		45	79		
DESTN D-5 P5/200 MMX (DIMM)		45	79		
DESTINATION D6-180,6-200		45	79		

HEWLETT PACKARD	16M	32M	64M	128M
BRIO 8000,8100 SERIES (ED)		65	125	
KAYAK XA PII 233,266,300(**NEW**)		69	195	409
KAYAK XU/XW PII 233,266,300(**SDE**)		89	219	389
PAVILLION 5010-7170 ED	45	65	125	
NETSERVER LH + 5/133/166	69	79	195	369
NETSERVER LH PRO PRO/200	69	79	195	369
NETSRVR LX PRO/LXE 6/166,6/200	69	79	195	369
VECTRA 500 SERIES (ED)	45	65	125	
VECTRA VL4 5/150,5/166	45	65	125	
VECTRA XA 6/180, 6/200	45	65	125	

IBM	8M	16M	32M	64M	128M
APTIVA 300,500&'M'		35	45		
APTIVA A SERIES ED			45	65	
APTIVA C21-C77		29	45	65	
APTIVA C3D,C3E,C8E,C9E(SDRM		45	79		
APTIVA S3C,S35,S8C,S9C,S9SDR		45	79		
APTIVA S64-S90 ED			45	65	125
PC 300 GL (SDRM)			45	79	
PC 330 6576 SER (PENT)		45	65	125	
PC 700 SERIES PENTIUM		45	65	125	
PC 730 SERIES PENTIUM		45	65	125	
PC 750 SERIES PENTIUM		45	65	125	
PC 300 XL PENTIUM II (MDL6588)		69	79	195	369
PC SRVR 325 PRO 180/200 (8369		69	79	195	369
PC SERVER 330 PRO 200 (8640/69)		69	79	195	369
INTELLISTATION Z PRO 2D,3D		69	79	195	369
PREMIER PS/2 56,57,58	35	39	59		
MULTIMEDIA M77		35	59	89	
PS/1 ADVISOR/ESSENTIAL	35	59	89		
PS/1 INVESTOR/WILLOW	35	59	89		
PS/VALUEPOINT486 (ALL):	35	59	89		

MICRON	16M	32M	64M	128M
MILLENNIA XKU PII 266,300(SDRM)		79	195	339
MILLENNIUM PRO 2 (DIMM)	69	79	195	369
VETIX EL 1000N,2000N (DIMM)	69	79	195	369
VETIX LXI(DIMM)		69	79	195
369				
POWERDIGM XLI (DIMM)	69	79	195	369
POWERDIGM XSU (SDE)		95	219	389

NEC TECHNOLOGY	16M	32M	64M	128M
DIRECTION SPL 233,266,300(SD)		79	195	339

Workstation Memory

Kingston TECHNOLOGY CORPORATION

IBM
RISC 6000 SERVERS - RISC 6000 STATIONS

SILICON GRAPHICS
INDIGO - POWER INDIGO
ONYX - CHALLENGE SERIES
O2 SERIES (NEW)
OCTANE SERIES (NEW)

Sun MICRO SYSTEMS
SPARC STATIONS 4,5,10,20, LX SERIES
IPX - ULTRA , CLASSIC SERIES

COMPAQ
PROFESSIONAL 5000

HEWLETT PACKARD
HP VECTRA -
VECTRA XW 6/200 SERIES
HP APOLLO WORKSTATION

C.O.D.

SDRAM 168-PIN ECC

SDRAM 32X72 -10ns 3.3v ECC 256MB	70-9
SDRAM 16X72 -10ns 3.3v ECC 128MB	329
SDRAM 8X72 - 10ns 3.3v ECC 64MB	179
SDRAM 4X72 - 10ns 3.3v ECC 32MB	75

SDRAM 168-PIN NON-ECC

SDRAM 32X64 -10ns 3.3v ECC 256MB	559
SDRAM 16X64 -10ns 3.3v 128MB	279
SDRAM 8X64 -10ns 3.3v 64MB	149
SDRAM 4X64 -10ns 3.3v 32MB	59

168 Pin Dimm

16X72-60 EDO-ECC 3.3V BF/UBF	(128MB)	349
8X72-60 EDO-ECC 3.3V BF/UBF	(64MB)	179
4X72-60 EDO-ECC 3.3V BF/UBF	(32MB)	85
2X72-60 EDO-ECC 3.3V BF/UBF	(16MB)	59
16X64-60 EDO 3.3V UBF	(128MB)	319
8X64-60 EDO 3.3V UBF	(64MB)	155
4X64-60 EDO 3.3V UBF	(32MB)	75
2X64-60 EDO 3.3V UBF	(16MB)	49

72-Pin [illegible] Simms

SIMM 32X32-60 EDO	(128MB)	325
SIMM 16X32-60 EDO H	(64MB)	179
SIMM 16X32-60 EDO L	(64MB)	139
SIMM 8X32-60 EDO	(32MB)	59
SIMM 4X32-60 EDO	(16MB)	29
SIMM 2X32-60 EDO	(8MB)	19
SIMM 1X32-60 EDO	(4MB)	12
FAST PAGE MODE (FPM) - NON-EDO:		
SIMM 32X32-60	(128MB)	329
SIMM 16X32-60 H	(64MB)	185
SIMM 8X32-60	(32MB)	62
SIMM 4X32-60	(16MB)	32
SIMM 2X32-60	(8MB)	19
SIMM 1X32-60	(4MB)	13

72-Pin Parity Simms

TRUE PARITY:		
SIMM 32X36-60	(128MB)	385
SIMM 16X36-60 H	(64MB)	215
SIMM 16X36-60 L	(64MB)	165
SIMM 8X36-60	(32MB)	79
▶ SIMM 8X36-70	(32MB)	72
SIMM 4X36-60	(16MB)	45
▶ SIMM 4X36-70	(16MB)	44
SIMM 2X36-60	(8MB)	39
SIMM 2X36-70	(8MB)	35
SIMM 2X36-80	(8MB)	31
SIMM 1X36-60	(4MB)	19
SIMM 1X36-70	(4MB)	17

H=High Density L=Low Density

30-Pin Simms

▶ SIMM 16X9-60 (9-CHIP)	(16MB)	89
SIMM 16X9-70 (9-CHIP)	(16MB)	79
SIMM 4X9-60 (9-CHIP)	(4MB)	18
SIMM 4X9-80 (9-CHIP)	(4MB)	17
SIMM 1X9-60 (9-CHIP)	(1MB)	10
SIMM 1X9-70 (9-CHIP)	(1MB)	9
SIMM 1X3-60 (9-CHIP)	(1MB)	8
NON PARITY:		
SIMM 16X8-60 (9-CHIP)	(16MB)	79
SIMM 16X8-70 (9-CHIP)	(16MB)	69
SIMM 4X8-60 (9-CHIP)	(4MB)	16
SIMM 1X8-60 (9-CHIP)	(1MB)	9
SIMM 1X8-70 (9-CHIP)	(1MB)	8

Video Memory

	2M	4M	6M	8M	12M
ATI 3D PRO TURBO	89	179			
ATI XCLAIM 3D (SGRAM)		179			
ATI 3D XPRESSION (SDRAM)	79				
MATROX MILLENIUM WRAM		139	189		
MATROX MILLENIUM II				CALL	CALL
MATROX MYSTIQUE (SGRAM)	59				

Notebook Memory

Apple	8M	16M	32M	64M
EPIC 1400 SERIES NOTEBOOK (NEW)	89	149	229 (24MB)	
520/C, 540/C	79	115	219	

ACER	8M	16M	32M	64M
750,750C	75	109		
730,735C,760C,760CX,780CX	69			
782,784,786,787,760I	39	75		
NUOVO 971,972,970DX,970MMX	49	65	115	
PRO 950,,954,955,956,957,958,959	55	75	139	
LIGHT 350P ,356,358,359,361	55	75	139	
LIGHT MULTIMED 382,383,384	55	75	139	

AST	4M	8M	16M	32M	64M
POWEREXEC486SL/33, 425L	45		95		
425L SPECIAL EDITION	45		95		
BRAVO NB/EXPLORER	35		75		
ADVANTAGE EXPLORER 212-55		75			
ASCENTIA A 41, A42,A70 MMX		49	65	119	
ASCENTIA J SERIES (KIT)		55	75	139	
ASCENTIA P SERIES (NEW)		59	89	169	
ASCENTIA 900, 910N	45	65	95		
ASCENTIA 950N		65	95		
ASCENTIA 800, 810/N	39	69	95		

AT&T	4M	8M	16M	32M	64M
SAFARI 3151/3181	49	65	95		
GLOBALYST 130	29	39	75		

AUSTIN NOTEBOOK	4M	8M	16M	32M	64M
BUSINESS AUDIO XL DX4		59	149		
DX4/DX2/SX2/SX	55		179		
VISTA	49	75	129		

Canon	4M	8M	16M	32M	64M
NOTEJET 486C (BN100)	39	69			
NOTEJET 486 (BN22)	49	69			
NOTEJET II (BN32)	49	69			
NOTEJET III/III CX	29	39	75		
IINNOVABOOK 1100T		59	75	139	
IINNOVABOOK 10C SUB	49		125		
IINNOVABOOK 150C, 175C	49		125		
IINNOVABOOK 350,360,475	29	39	75		
IINNOVABOOK 480, 490		39	75		
IINNOVA 200LS	49	75	125		
IINNOVA 486NX	45	69			

COMPAQ SPECIAL
PRESARIO 1208 1210,1610,1620,1680$115

COMPAQ	4M	8M	16M	32M	64M
ARMADA 1100,1100T,1120,1125		49	79	139	209
ARMADA 1130,1130T		49	79	139	
ARMADA 1510DM,1520DM,1550MT		49	79	139	209
ARMADA 7710,7730,7750		49	79	139	209
ARMADA 4100		49	79	139	215
CONCERTO 425/433	45	65	95		
CONTURA 4/25,C,CX	39	65	95		
CONTURA 400C,410C,420,430C		45	69	95 (185 24MG)	
CONTURA AERO 4/33C	39	69	105		
LTE ELITE 4/25C, 4/75C	45	65	95		
LTE 5000,5100,5200,5300,540		59	95	119	21 9
PRESARIO 1010, 1020, 1030,1040		49	72	119	
PRESARIO 1060,1070,1080		49	72	119	
PRESARIO 1210, 1610,1680			75	115	245

CTX EZ BOOK	4M	8M	16M	32M	64M
CTX EZ500T	29	39	75		

DEC PC	4M	8M	16M	32M	64M
425SE/433 SE COLOR	49		95		
425SL, 433SLC PREMIUM	49		95		
HI-NOTE/HI-NOTE ULTRA I	39	55	75		
HI-NOTE VP 520/525/535/545		49	79	139	209
HI-NOTE VP CSS,LSS 575/5100/5120		49	79	139	199

DELL	4M	8M	16M	32M	64M
INSPIRON 3000 M200, M233(NEW)			75	125	245
LATITUDE LM P100SD,P133S	49	79	139		
LATITUDE LX475D,4100D/T	39	49	79		
LATITUDE 433/C, CX, 425	45		95		
LATITUDE XP 4100CX,450C/CX	29	42	75		
LATITUDE 433M, MX, MC,	39	69	95		

EVEREX	8M	16M	32M	64M
STEPNOTE 5	49	79	139	
STEPNOTE MMX	49	79	139	199

EPSON	4M	8M	16M	32M	64M
ACTION NOTE 500C	55				
ACTION NOTE 650/660C	45	69	105		
ACTION NOTE 700	55		129		
ACTION NOTE 890CX, 890C	35	49	85		
ACTION NOTE 895C, 910	35	49	85		

FUJITSU	8M	16M	32M	64M
LIFEBOOK 400,500,600 SERIES	49	79	139	
MILAN,MONTECARLO,MONTEGO	49	79	139	209

	4M	8M	16M	32M	64M
COLORBOOK	49		149		
HANDBOOK	29		75		
LIBERTY	29	45	75		
NOMAD/NOMAD N	75		345		
SOLO S90,S120,V75 (NEW)		59	79	149	
SOLO 2100, 2200 (NEW)		59	105	169	
SOLO 2300 (NEW)			75	129	245
SOLO 9100 SERIES (NEW)			75	129	245

HEWLETT PACKARD	4M	8M	16M	32M	64M
OMNIBOOK 530, 600/C	49	69	149 (530 ONLY)		
OMNIBOOK 600CT 4/75	45	69			
OMNIBOOK 800C,800		69	105	195	CALL
OMNIBOOK 2000		55	89	145	285
OMNIBOOK 3000CTX			CALL	CALL	
OMNIBOOK 4000 C/CT	49	69	109		
OMNIBOOK 5000,5500 CT,CTS		69	89	145	
OMNIBOOK 5700TX (MMX)		69	89	145	285

HITACHI	8M	16M	32M	64M
C-SERIES NOTEBOOK	49	79	119	
E-SERIES NOTEBOOK	55	85	149	
M-SERIES NOTEBOOK	55	95	169	
M-X MMX SERIES NOTEBOOK	59	89	179	
VISIONBOOK PLUS 4140,4150,4360	49	79	139	209
VISIONBOOK PRO 7340,7360,7560	49	79	139	209

IBM SPECIAL
THINKPAD 365XD, 560, 760ELD, 760XL, 765D - 32MB $119

IBM	4M	8M	16M	32M	64M
CL57LSX	59	79			
PS/NOTE 2618	55	75	125		
PS/NOTE 182, N82, L40SX	55	75			
THINKPAD 340	45	75			
THINKPAD 350, 350C	45	75	105		
THINKPAD 355, 355C.360C/CS	45	75	119		
THINKPAD 365C,CS,CD,E,ED	29		79		
THINKPAD 365 X,380,385D		49	75	125	
THINKPAD 510/CS,(500 8MG MAX)	45	70	135		
THINKPAD 560 (NEW)		49	75	119	
THINKPAD 560E		49	75	119	209
THINKPAD 700/C, 720/C	49	79			
THINKPAD 701 BUTTERFLY	29	45	75		
THINKPAD 750/C/CS/P	45	69	129	225	
THINKPAD 755CS DX2/4	55	69	129	225	
THINKPAD 760C (NEW)		65	95	149	
THINKPAD 760 E,EL,ELD (NEW)		49	75	119	209

MICRON	4M	8M	16M	32M	64M
MILLENNIUM TRANSPORT		59	75	139	
MILLENIUM TRANSPORT XPE			79	119	

MIDWEST MICRO	4M	8M	16M
ELITE SNDBOOK 486/486 I I	45	69	105
ELITE SNDBOOK PLUS (PENT)	45	69	109

NEC	4M	8M	16M	32M	64M
VERSA E/M/V/P		55	79	155	
VERSA S, 2000, 2200C	29	42	75		
VERSA 2400,2405,2435		49	75		
VERSA 2600		49	79	139	209
VERSA 4000		65	79	155	
VERSA 6000H,6030H		69	95	185	
VERSA 6050MH,MHX P150 MMX		69	95	185	229
VERSA 6200MX P166 MMX		49	79	139	209

PACKARD BELL	2M	8M
STATESMAN/STATESMAN +	39	75

SAMSUNG	4M	8M	16M	32M	64M
S3945T/SENS 700/800	59	75	119		
SENS 500		49	79	139	209
SENS 810		75	105	195	

SHARP	4M	8M	16M	32M	64M
3010,3050	29	42	75		
3020,3060 PENTIUM	29	42	75		
3030, 3040, 3070		59	89	145	
7700/7750/8150,8650,8660	45		95		
8700,8800,8900	45	69	105		
9000/9030		55	89	139	
9020/9050		55	89	139	
9040/9070		59	79	139	
9080		59	79	139	
WIDENOTE		49	79	139	

SONY	16M	32M	64M
VAIO PCG-705C,707C,717C,719C	75	115	239

TEXAS INSTRUMENTS	4M	8M	16M	32M	64M
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SATELLITE 225,440,460	49	69	119	169		
TECRA 500/550/650/660	49	69	119	169		449
TECRA T700CS/CT (SYNC)	75	105	189			
T1900,1900CT,1950,1960	65	95				
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SLIMNOTE 6	49	75	95		
SLIMNOTE 8		75	95	145	

WINBOOK	4M	8M	16M	32M	64M
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WINBOOK XP 5 (NEW)				145	
WINBOOK FX (NEW)		59	89	149	

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Pentium II 266 MHz w/512 Cache	405
Pentium II 300 MHz w/512 Cache	585
Pentium II 333 MHz w/512 Cache	750
AMD	
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K6-200MHz MMX	$125
K6-233MHz MMX	$139

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BROTHER	1MB	2MB	3MB	4MB
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HL-10V/10DV/10PS		69		99
HL-4/4PS/4V/4VE		75		115
HL-6/6T/6V		65		99
HL-630/631/641/645	43		55(1.5MB)	
HL-720/730			45(1.5MB)	
HL-660/960/1260		42(4MB)		65 (8MB)
LASER/FAX MFC 3900ML	39		55(1.5MB)	
4000ML/4500ML/5000ML LASER UPGRADE/CALL FOR MEM/FAX SIDE				
FAX 4550/6550/7550(NEW)	65	85		

Canon	1MB	2MB	3MB	4MB
LBP 430/860/1260				39
LBP 4SX		75		115
LBP 811/B/T		45		65
LBP-8SX		79		115
LBP-4/LITE PLUS	95	139		

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5000, 5200		55	95	
ACTION LASER II		69	89	105
EPL 6000		85	115	
EPL 7000		89		

EPSON	4MB	8MB	16MB	32MB
1100(4MB ONLY)/1600	39	55	69	95

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HP 4		(postscript 249)		
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HP4L, ML (1MEG ONLY)		$39		
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4019		69	95	
4029/4037		39		55
4039/4079				45

LEXMARK	4MB	8MB	16MB	32MB
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VALUEWRITER	69			

OKI	1MB	2MB	4MB
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OKI 400E/410E		69	109
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KX 4440/5410	69	109	
KX-P 4450		85 (1MB)	
SP100	49	85	
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Avoiding The Telephone

Faster, More Accurate, And More Complete—Use The Internet

By John S. Quarterman

> *The telephone does have its uses, which are mainly for conveying emotion. If you're interested in information, it's a slow, cumbersome, analog, archaic, and outdated device.*

When my elderly aunt was flying back from Mexico to Tennessee, she wasn't on the first flight (just like when she came back from Hawaii). This perturbed some of my relatives. I knew this, because they sent mail to the family mailing list, and I got it, like all the rest of us. Some were frantically calling the airline. This typically took five or ten minutes each time to try to get an actual agent on the line and to inquire.

Instead, I just used *www.aa.com* and looked under Flight Schedules. American Airlines, like most airlines these days, keeps not only schedules but actual up-to-the-minute advisories on their Web server. That, plus a few looks at *www.weather.com* , established that the elderly aunt was stuck at Dallas-Fort Worth Airport (DFW) because of weather. A tap of the Netscape Reload button from time to time gave me updates as the flight departure time was changed, and as it eventually departed, its projected arrival time and its actual arrival time. Meanwhile I watched the weather at DFW and in Nashville.

This is an example of using the Internet to avoid the telephone. The telephone does have its uses, which are mainly for conveying emotion. If you're interested in information, it's a slow, cumbersome, analog, archaic, and outdated device. The Internet is generally faster, more accurate, and more complete.

I also use the Web for booking airline flights. Well, sometimes. I would use *www.delta-air.com* because it looks really nifty. Or, rather, it l o o o k k s s s s really n ii ff tt yyyyyyyyy.... If Delta Airlines ever upgrades its site to use a server that's fast enough to handle the traffic, I'll use it more. Last time I tried it, a fifteen minute wait to get somebody on the Delta technical support 800 number was faster, which is the kiss of death for an online service as far as I'm concerned.

Airlines and other traditional industries have a hard time with the pace of change that the Internet produces and expects. Delta told me that they were planning an upgrade in about six months. I almost dropped the telephone, I was laughing so hard. I'm sure they'll do it faster than that.

Another way to use the Internet—to avoid the telephone and to avoid even telephone books—is to look up telephone numbers and postal addresses. In the old days (3 or 4 years ago), to find a random telephone number in another city you'd probably have to go to the public library and dig through mounds of paper telephone books. Nowadays, just use *www.switchboard.com* . It's not comprehensive, but it finds most numbers I want to use. I admit I often use it even for numbers in Austin, where I live, because it's faster than getting the telephone book off the shelf and flipping through it.

Another good service along these lines is *www.four11.com* . This one is more oriented towards online information, and generally includes electronic mail addresses, in addition to telephone numbers. Since I live by electronic mail, it's very useful.

The usual Web directories are also good for personal lookups. Last week, I located a job candidate in Boston that way; *www.altavista.digital.com* .

Do you have an obscure disease? Has your doctor recommended a drug you're not familiar with? Use the Net, Luke! You want to be a bit careful to notice what server you're getting the information from, but a few Altavista searches can save you a lot of later agony. Doctors are overworked and (claim to be) underpaid, and they often don't look up the third known side-effect of a medicine. Nevermind it may happen to be night sweats, swollen lymph nodes, and eventual death. You, on the other hand, just might want to know about such symptoms, especially if you happen to have them. From bursitis to prednizone, you can find information about it online.

Not only that, you can find indexes of prestigious medical journals. You may still have to go to a library to get the actual article, but once you know which double-blind study was published in which issue of *The Lancet* or *The New England Journal of Medicine*, it's amazing how more likely a doctor is to pay attention to your opinion on the subject of the article. My mother lived six

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months longer than she might have and in better health because of exactly that technique.

Need a loan? No, ignore all that spam you get. Ask your banker for an electronic mail address. Or use the Web to find the banker first. Your banker doesn't have one? Find another banker. Same for mortgage agencies.

Does your spouse have a midnight urge for cheese blintzes? You can find numerous recipes for various types of them, including the right kind of cheese (there are two: The right kind, and the wrong kind). You still have to go to the grocery store for the ingredients, but at least you can make up your shopping list.

About books, I probably do not have to pontificate, since everyone knows about *www.amazon.com* . I know people who never go to bookstores anymore. I'm not one of them, since I tend to look for things that even Amazon doesn't carry. But antiquarian and genealogical booksellers are online, too. I've found various gems through the Net that would have taken many a musty book sale to locate otherwise.

Another way to use the Internet—to avoid the telephone and to avoid even telephone books—is to look up telephone numbers and postal addresses.

Speaking of obscure books, Harvard recently published its fiftieth volume of oriental translations, which happened to be a complete metrical version of the Rig Veda. Naturally I bought one (I don't read Sanskrit, but never mind that). It came with a floppy that was supposed to contain the text. The floppy was damaged and didn't read completely. After half an hour of fiddling with it, I used Altavista to search for "Rig Veda" +Harvard and located *www.vedavid.org* . Five minutes later I had the complete text on my local disk. Some people say the Internet is an advertising medium for paper books. In this case, the paper book was an advertisement for the Internet.

High schools and elementary schools are using the Net more these days. I think I've seen report cards delivered by electronic mail, but I can't find an example right now.

The average church now has a Web page, as in *www.l-p-c.org* or is at least listed in one, as in *www.unidial.com/~flint_river/bchurch.htm* . Synagogues, mosques, Hindu temples, and others, too, of course.

Many of the people I meet for business these days I meet via an electronic mail message, saying, "X, meet John, John, meet X; I know you both have Web pages to introduce each other." No recomposition of self-descriptions nor mailing of paper resumes necessary.

We ordered some equipment recently for someone who was visiting from Europe. The actual research and ordering was almost all done through the Web. The order confirmations came by electronic mail. The order delivery took four days and half a dozen telephone calls to make happen. "The FedEx plane didn't fly." Right. We told the vendor that if they said, "The dog ate it," we wouldn't believe that, either. The equipment finally arrived. The contrast between the ease of the Web-based parts and the parts involving actually shuffling atoms across the continent was impressive. If we'd had to use paper catalogs and the telephone to do the research and ordering, we never would have managed to make it happen in the available time.

You can use the Net to avoid general fuss and bother in shopping and general business transactions. Generally, if somebody doesn't have a Web page and a mail address, shop further. The Internet is no longer an option; it is a necessity for doing business. ◆

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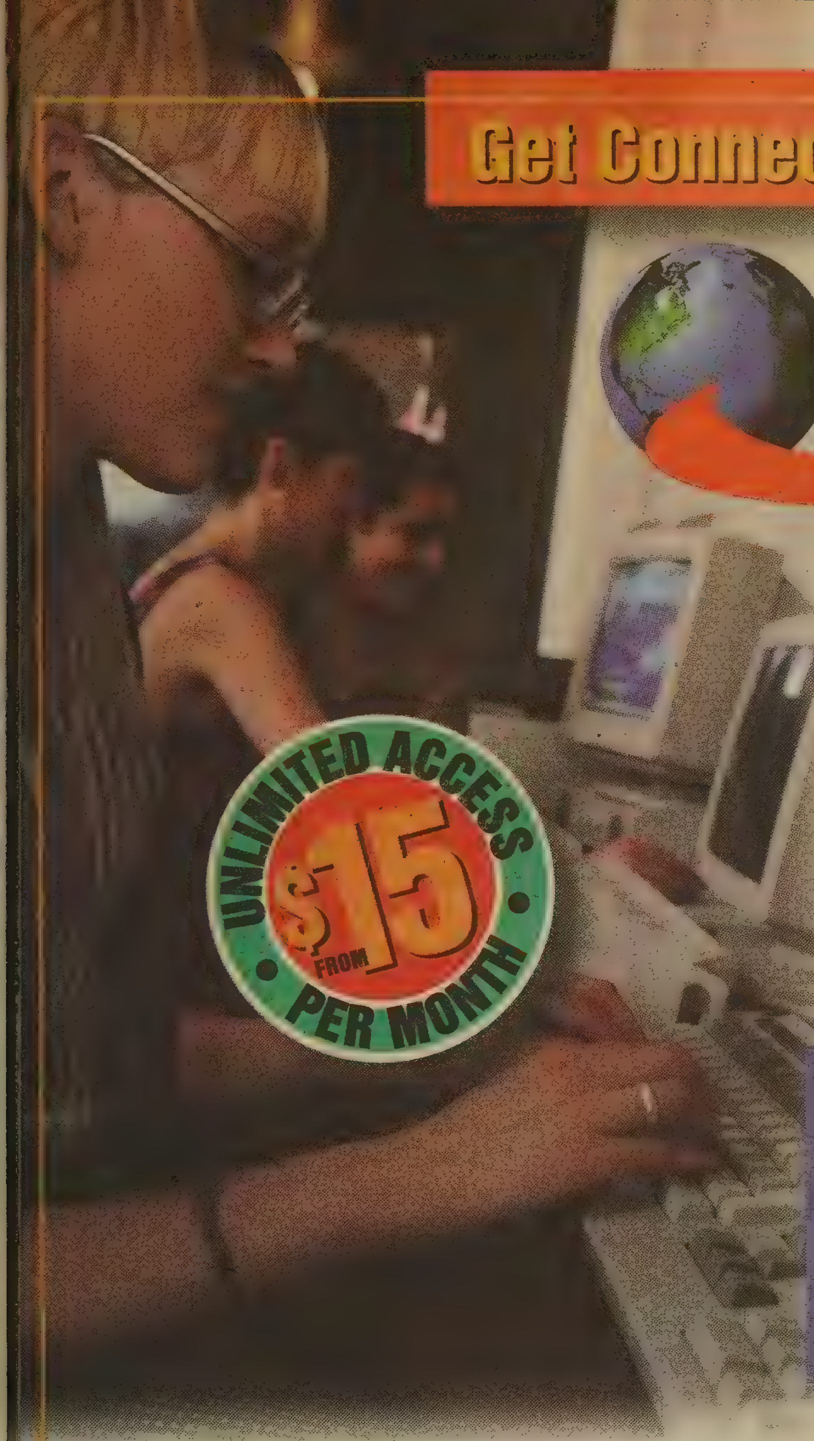

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The Decade Of Convergence

Titans Poised To Conquer Emerging Market

By Bill Gram-Reefer

PC-TV Convergence is a market ready to be swept off its feet. One of the reasons is that while PC penetration into the home is about 40%, TV has a whopping 98% penetration.

Convergence is many things to many people. If you throw it all together, step back and look at it, Convergence is the integration of video, audio, computers, telephony, and even toss in networking and the Internet.

Steve Jobs is into Convergence. So is Bill Gates. Hollywood loves Convergence. Disney loves Convergence, too. So do big-time TV media moguls like Rupert Murdoch and Ted Turner. And each camp wants to make sure they get a huge chunk of the coming bonanza all of this Convergence will bring.

So depending on who you talk to, Convergence means: Watching TV or listening to the ball game on your computer, surfing the Web on your TV, placing long distance calls from your computer, or using the Internet to route long distance dial-up calls to some local loop. For some, Convergence means having your computer jacked to control your home theater, or automate home and office facilities including home security. For others still, Convergence means rigging your bass boat or automobile with computer-based satellite global positioning gizmos. Or using your PCS telephone to surf the Web.

There's PC-TV Convergence, PC-Telephony Convergence, and PC-Appliance Convergence. While wider adoption of PC-Appliance Convergence (home automation, home theater, home security) seems further out on the horizon, the PC-TV and PC-Telephony Convergence markets will explode over the next three years.

PC-Telephony Convergence is hampered by Bill Kennard and the other idiots on the FCC, and by a half-century-old, two-tiered per-minute pricing model that AT&T and the Bells hold as sacred cows, so that sector will lurch ahead only in fits and starts. But it's harder for gubbermint to get in the way of PC-TV Convergence. That won't happen until more and more content and programming including digital audio and HDTV starts getting pumped into your PC-TV over the Internet. Then the FCC will push its way in to make sure the Telcos get their cut. But it will be a rocket ride until reality kicks in.

Scrambing Of The Titans

PC-TV Convergence is a market ready to be swept off its feet. One of the reasons is that while PC penetration into the home is about 40%, TV has a whopping 98% penetration. So to bolster new sales and drive a new paradigm in computing, companies like Microsoft and Intel will be teaming up with suitable partners for the last best dance of the 20th Century that will remake how you watch TV and how you compute.

Microsoft, for instance, has already swallowed WebTV for $425 million in cash and stock, and plans to make PCs into TV receivers using Windows NT 5.0, CE, or some other derivative operating system. Analysts claim there will be 40 million TV-ready PCs sold before 2000. This is the tip of the iceberg as Microsoft, Compaq, and Intel plot to develop new standards for digital television.

More recently (April 7) Microsoft Corp. and Sony Corp. announced their intent to collaborate on convergence of the personal computer and consumer AV electronics. To make sure PC and AV platforms are joined at the hip at birth, Sony will license the Microsoft Windows CE for use in certain future products. Similarly, Microsoft will license Sony's Home Networking Module, a sort of middleware that supports home-networking standards currently being proposed.

To ensure that PCs and AV equipment no longer evolve on separate paths, Microsoft and Sony will support and endorse various digital television (DTV) formats. Production, transmission and reception will be addressed by both companies to enable seamless transmission and display of digital content. Because video formats can differ at each step, Microsoft and Sony plan to support the formats that will enable the fastest migration to digital television.

Both Microsoft and Sony will support the "1080 interlace standard" as the preferred format for HDTV production and archiving because of its high resolution affordability and general availability. In addition, Sony will develop both 480

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and 1080 progressive production equipment with the 1080 equipment taking the lead as the long term target. Sony will also support all of the ATSC transmission formats, including progressive scan formats.

That's what's happening in the boardroom. Let's take a look at the other end of the spectrum; the gadgets and gizmos that are beginning to appear in the Convergence market.

Meanwhile, At The Mall...

No need to wait for Microsoft, Intel, and Sony to map out the future—you can already buy a PCTV today. Compaq and RCA (*www.compaq.com*) jointly developed a PC-TV, retailing for $3,999 called the PC Theatre. It combines a 36" RCA television and a Compaq 200MHz PC. The RCA display uses a non-interlaced monitor/TV screen. The computer comes with 40MB of memory and a 3.8GB hard drive, a 16X CD-ROM and a 33.6kbps modem. You also get two cable-ready 181-channel tuners, and picture-in-picture capability for viewing two channels simultaneously.

Coologic (*www.coollogic.com*) makes a Web TV that lets you surf both TV channels and the Web. You can add a CD-ROM or DVD, plus even more memory. Gateway (*www.gateway.com*) offers a 31" screen PC-TV for $4,599 that is called the 2000 Destination. This baby sports a Pentium II 300MHz processor, 64MB of memory, an 8GB hard drive, plus a 56kbps modem, complete with a 31" VGA monitor/TV. Karmon Kardon supplied the surround sound.

> If you just sprung for a big TV, you'll have no trouble finding set-top boxes that can add Web to your TV.

Princeton Graphics (*www.princetongraphics.com*), sells a PC-TV named Arcadia for $1,399. It's compatible with both Wintel and Macintosh PCs, with a monitor resolution of 800 x 600.

Zenith (*www.zenith.com*) has a new line of big-screen TVs called NetVision that will come with browser and email software, plus an infrared remote control with a built-in trackball, and a 28.8kbps modem. An Ethernet port will let you use a cable modem if it ever rolls into your neighborhood. A 27" model will retail for $999. An even more expensive 35" model will be available only from specialty dealers for around $3,500. Zenith plans to offer add-ons such as wireless keyboards.

If you just sprung for a big TV, you'll have no trouble finding set-top boxes that can add Web to your TV. A handful of these boxes have been announced from Acorn Computer (*www.acorn.co.uk*), Akai (*www.akai.com*), and Bandai (*www.bandai.co.jp*) using Apple's Pippin technology.

Philips Magnavox's (*www.philipsmagnavox.com*) WebTV Plus will sell for about $300. This next generation of WebTV has a 56kbps modem and a 1.1GB drive. A similar device is being marketed by Mitsubishi for $379. RCA's (*www.rca-electronics*) NC1010 Network Computer

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Then there are the toys that go along with this stuff. The necessary accouterments like RF Link Technology's (*www.rflinktech.com*) Wireless PC@TV, which debuted at the Consumer Electronics Show in Las Vegas just this past January. It's billed as a PC-TV convergence device that uses 2.4GHz radio signals to transmit audio and video from your PC to your television at a range of up to 100 feet, through bodies, walls or floors.

PC@TV includes two transmitter/receiver units, one for your TV, and the other for your PC. A wireless keyboard allows you to control your PC through the transmitter atop your TV, and receive the signal from your PC on your television.

The PC transmitter converts VGA to National Television Systems Commission (NTSC) standard so that the images on your monitor can be viewed on your TV screen. Software is included to enhance images and fonts for low-res TV. With PC@TV you can play your PC video games, browse the Web, or read and send email from your living room.

Once you get all of this stuff hooked up, surf on over to Smart TV Magazine's Web site (*www.smarttvmag.com*). They have good links to broadcast, cable, and satellite listings so you always know what's on. Sections for CD-ROM and DVD let you know about the latest titles, and provide lots of links to TV-friendly sites. There are also sections for home automation, and for strategies and standards that explain the technology and help you set up the interactive system of your choice.

Analysts claim there will be 40 million TV-ready PCs sold before 2000. This is the tip of the iceberg as Microsoft, Compaq, and Intel plot to develop new standards for digital television.

If you want to skip the PC-to-TV part and want to try a simple TV-on-PC approach, check out RealAudio 5.0 (*www.real.com*). For around $60 you can download the program and preset up to 40 channels of Classical music, Rock, News, Sports and Live TV, or video. You can watch Fox News all day long on the computer screen while you work. Sometimes net congestion slows down the live feed to only a choppy 20kbps stream and makes it difficult to log onto some of the presets. But, hey, this is your easiest entry into Convergence. ◆

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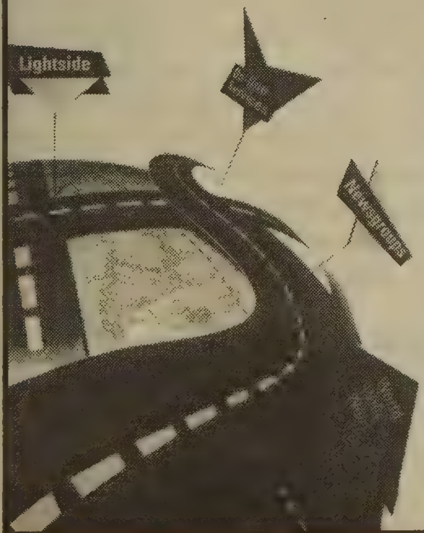

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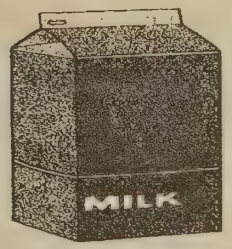

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The Cable Guy

Rants (But Mostly Raves) About Life With A Cable Modem

By Kevin M. Savetz

A few weeks ago, I yanked the ISDN wires from the wall—and upgraded to a cable modem.

Back in 1995, a Pacific Bell truck pulled up to my house, and the nice man appeared with his clipboard and his rolls of wire. By the time the nice man left, he had installed ISDN, a type of phone line that would let me access the Internet at up to 112 KBPS. (He had also managed to create a 6" long gouge in the wood floor of my home office. Not that I hold any grudges.)

In 1995, most Internet users were plodding along at 14.4 or 28.8 KBPS. I was one of a relatively small number with access at 128 KBPS. ISDN was expensive and difficult to set up. But boy howdy, it was fast.

Fast forward to 1998, when there are a whole bunch of new choices for speedy Internet access. A few weeks ago, I yanked the ISDN wires from the wall—and upgraded to a cable modem.

With cable Internet access, the data that comes from the Internet to your computer is delivered by the same wire that brings 40 channels of news, entertainment, and that weird *South Park* show to your boob tube. It delivers hundreds of megabytes of data to your home every minute. A cable modem siphons off a smidgen of that bandwidth for Internet access.

Before you get too excited, I've got to warn you. You can't get cable Internet access yet from most locales in the United States. It requires that your cable company has special equipment and a positive attitude. (The cable company that my father is stuck with doesn't even provide stereo TV sound. He isn't holding his breath for cable Net access.) All I can suggest is to call your cable company and ask 'em for it.

Assuming your cable company is good to go, you'll need a few items to get this show on the road. First, you need a cable modem, the device that connects via a wire to the cable TV jack in the wall. The cable modem connects to your computer via Ethernet, so it will need an Ethernet card. (Ethernet is necessary because cable access is faster than the serial ports in most computers.) You may also need to attach the cable modem to a standard phone line. Although data that you receive comes via the TV cable, on some systems the data from your computer is sent via a traditional analog modem. This is called "modem return" or "telco return." Other systems can use the TV cable for your outgoing data—this is dubbed "cable return."

How Fast Is It?

Technical details can wait. I'm guessing that you want to know just how fast this connection really is. I'll relate my experiences with my cable Internet service provider (PeRKI.net), but keep in mind that various companies do things very differently. As the saying goes, your mileage may vary.

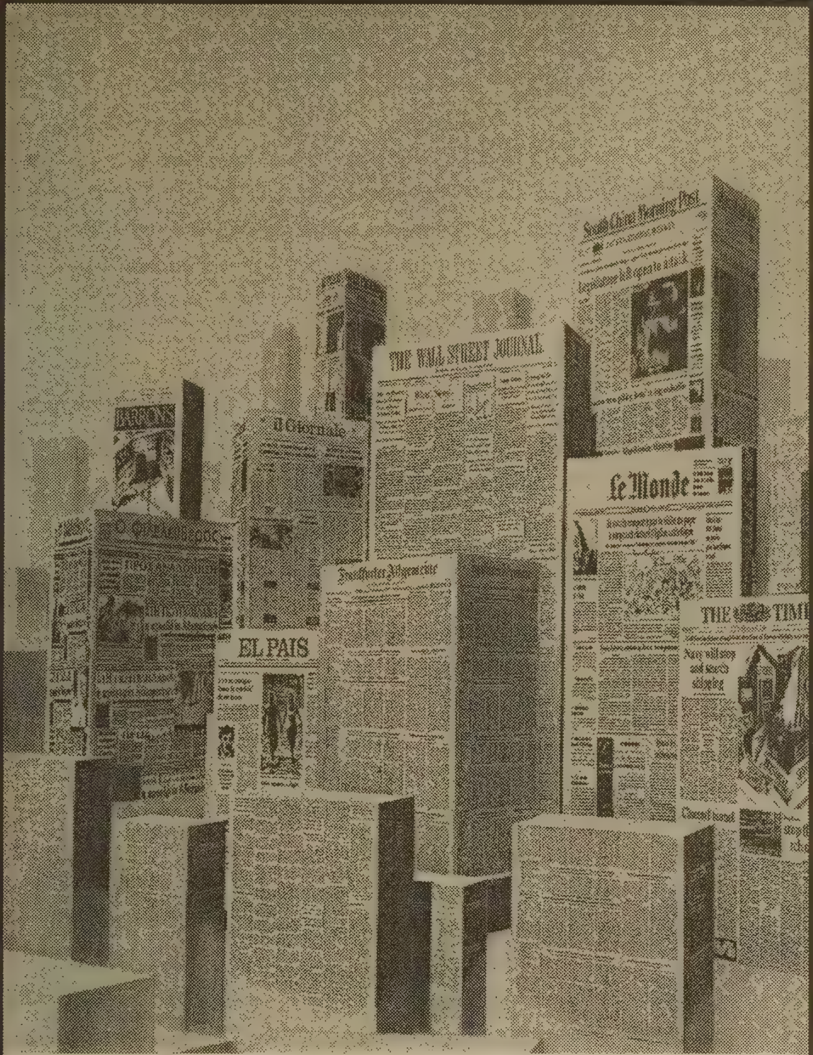
Earlier this evening, I downloaded the latest version of Netscape Communicator, weighing in at just over 10.4 megabytes, in about seven minutes. That works out to about 200,000 bits per second; roughly seven times the capacity of a 28.8 KBPS modem, or 3.5 times the bandwidth of a 56 KBPS modem. Netscape's servers may have been clogged, because I've seen better, up to twice that speed, about 400 KBPS.

Web pages also download quickly, although the speed increase doesn't seem as dramatic as with FTP. Since Web pages tend to be comprised of many small files rather that one great big one, there is more overhead. Therefore, your transmission speed and latency play more of a role in slowing things down. Streaming downloads work beautifully. It is safe to say that I've become spoiled, frequently listening to high-quality RealAudio feeds while surfing the Web and downloading files, with nary a hiccup in the sound.

400 KBPS is nothing to sneeze at, it is certainly enough for a single user, or shared in a small office. My cable access is actually on the slow side, some providers advertise access at 1,000,000 bits per second and higher.

Problems And Workarounds

Cable's not a magic bullet for unlimited speed. As with any Internet connection, your transfer time is limited by the capacity of the network and servers. If the network is clogged, your connection will suffer.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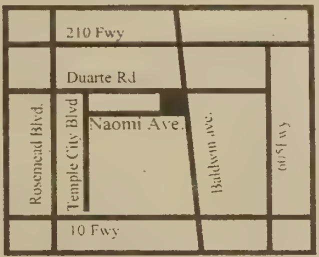
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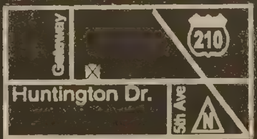
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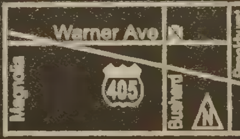
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Most cable Internet access systems are asymmetric—that is, your capacity for sending data is less than for receiving it. Data flowing from your computer straggles out at a much slower pace—perhaps as slow as 14.4 KBPS. So, while cable can be a great tool if you download a lot of information from the Internet—accessing the Web, reading newsgroups, downloading files—it probably isn't your best choice if you want to send gobs of information. If you want to run a Web server or frequently upload megabytes of files to an FTP server, cable may not have the transmission speed that you need.

> I've got to warn you. You can't get cable Internet access yet from most locales inthe United States. It requires that your cable company has special equipment and a positive attitude.

A quick tangent—most of us tend to discuss our Internet connection in terms of speed. This is a common mistake: When we're talking about KBPS, we're really talking capacity, not speed. A cable modem provides a lot of capacity, but not necessarily top speed.

The NetBITS Internet newsletter ran a wonderful two-part article all about this. Read it to find out why "speed" isn't really speed. The article is on the Web at: *www.netbits.net/nb-issues/NetBITS-015.html#lnk2* (part 1), *www.netbits.net/nb-issues/NetBITS-016.html#lnk2* (part 2).

Another factor that is completely up to the whims of your cable company is price. I have seen cable Internet access advertised for as low as $20 per month. I'm paying $57 per month for access, which includes rental of a cable modem.

For that price, PeRKI.net allots me one IP address. That is, I can connect one computer to the cable modem. I could pay an additional monthly fee for extra IP addresses, but I've found a better way. Using an $89 shareware program called IPNetRouter, my Macintosh acts as a router allowing me to connect a virtually unlimited number of computers on my LAN to the Internet via the cable modem. My computers don't know the difference, and neither does the cable Internet provider. IPNetRouter is available from *www.sustworks.com/~psichel/*.

Perhaps three years from now, I'll pull the cable wire from the wall and replace it with whatever cheaper, faster technology has been perfected by then. Until that day comes, cable access is an option to consider for a fast, cheap Net connection. ◆

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Resources:

For more information about cable modems, visit these Web sites:

CableModems.com
www.cablemodems.com/

Cable Modem FAQ from Cox Cable
www.cox.com/highspeed/modemfaq.html

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PC SERVER 330 P2-333/512 64MB, HP, RAID	$4,716.80

NETFINITY 3500

IBM Netfinity 3500
Pentium II Technology
SMP Capable (2 Processor Maximum)
512K of L2 Cache
32/64MB of ECC Memory (512MB max.)
Ultra Wide SCSI 2 PCI SCSI Controller
6 PCI / ISA Slots Available • 6 Drive bays available
24X SCSI CD ROM Drive
10/100 integrated Ethernet Adapter
101 Key Keyboard
IBM PS/2 Mouse
IBM Netfinity Software

DESCRIPTION	TOTAL
NETFINITY 3500 P2-233 32MB 512K	$2,292.40
NETFINITY 3500 P2-266 64MB 512K	$2,823.08
NETFINITY 3500 P2-333 64MB 512K	$3,346.56

IBM STORAGE

DESCRIPTION	TOTAL
9.10GB SCSI Ultra-Wide 7200RPM Hot Swap	Call
18.2GB SCSI Ultra-Wide 7200RPM Hot Swap	Call
9.10GB SCSI Ultra-Wide 7200RPM UltraStar 2XP	Call
4.30 SCSI Ultra-Wide 5400RPM UltraStar 2ES	Call

IBM TAPE BACKUP UNIT

DESCRIPTION	TOTAL
TR4 4.0/8.0GB INT SCSI2 3.5IN Tape Backup	$516.82
Travan TR-4 Data Cartridge 4 GB/8 GB	$139.65

INTRANETWARE

NOVELL.

DESCRIPTION	TOTAL
Novell Intranetware w/ 5 User Lic Small Business	$638.59
Novell Intranetware SB additional 1 user lic.	$47.75
Novell Intranetware SB additional 5 user lic.	$235.29

WINDOWS NT

Microsoft WindowsNT

DESCRIPTION	TOTAL
Windows NT 4.0 w/ 5 Lic. And Action Pack	$714.52
Windows NT 4.0 w/ 10 Lic. And Action Pack.	$1,028.50
Windows NT 4.0 1 additional Client Access Lic.	$33.72
Windows NT 4.0 20 additional Client Access Lic.	$641.30

WINDOWS NT BACKOFFICE SB SUITE

Microsoft WindowsNT

DESCRIPTION	TOTAL
Back Office Small Business Server 4.0 w/ 5 Lic.	$1,412.40
Back Office 5 User License add-on Pack	$301.95

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Note: BackOffice Small Business Pack comes with the following: NT Server 4.0 (max 25 Users) w/ IIS, SQL Server 6.5, Exchange Server 5.0 w/Outlook, Proxy Server 1.0, Frontpage, Index Server, Fax Server, Shared Network Modem, Internet Connection Wizard, Internet Explorer.

AII - PENTIUM® NETSTATIONS

- Aii - Pentium MMX Workstations
- 64MB of Memory
- Intel Pentium MMX CPU
- Triton III Chipset w/ 512k Pipeline Cache
- 2 Serial, 1 Parallel Port, Enhanced IDE I/O
- 3.5" 1.44MB Floppy Disk Drive
- 2 GB Enhanced IDE Hard Disk Drive
- 3Com XL TPO 10 /100 NIC
- S3 Super VGA PCI Video Adapter
- Mini Tower Case w/ 230 Watt Power Supply
- 14" Shamrock SVGA Monitor .28
- 104 Key Windows 95 Keyboard
- Microsoft compatible Mouse
- Ms Windows 95

1W/ Intel 166Mhz MMX Processor	$785.92
1W/ Intel 200Mhz MMX Processor	$794.33
1W/ Intel 233Mhz MMX Processor	$820.58

AII - PENTIUM® II NETSTATIONS

- Aii - Pentium II MMX Workstations
- 64Mb 168-Pin Scram of Memory
- Intel Pentium II MMX CPU
- Intel Pentium II 440LX AGP w/ 512K
- 2 Serial, 1 Parallel Port, Enhanced IDE I/O
- 3.5" 1.44MB Floppy Disk Drive
- 3.2 GB Enhanced IDE Hard Disk Drive
- 3Com XL TPO 10 /100 NIC
- S3 Super VGA AGP Video Adapter
- Mini Tower ATX Case w/ 230 Watt Power Supply
- 15" Shamrock SVGA Monitor .28
- 104 Key Windows 95 Keyboard
- Microsoft compatible Mouse
- Ms Windows 95

1W/ Intel P2 - 233Mhz MMX Processor	$1,018.05
1W/ Intel P2 - 266Mhz MMX Processor	$1,063.15
1W/ Intel P2 - 300Mhz MMX Processor	$1,196.25
1W/ Intel P2 - 333Mhz MMX Processor	$1,338.15
1W/ Intel P2 - 400Mhz MMX Processor	$1,683.55

CITRIX SOLUTION

CITRIX

DESCRIPTION	TOTAL
Citrix Winframe version 1.7 (5 Users) WG edition	$1,715.38
Citrix Winframe version 1.7 (15 Users) Ent. Edition	$4,134.93

NETSCAPE SOLUTIONS

Netscape® Solution Expert

DESCRIPTION	TOTAL
Netscape Suitespot PRO version 3.5	Call
Netscape Enterprise Server version 3.01	Call
Netscape Message Server version 3.01	Call
Netscape Calendar Server version 3.01	Call
Netscape Directory Server version 3.0.	Call
Netscape Collabra Server version 3.5	Call

APC UPS

APC

Smart-UPS 700VA Line LAN	$360.66
Smart-UPS 700VA Line LAN Rack Mount	$442.83
Smart-UPS 1000VA Line LAN SUVS	$424.23
1Smart-UPS 1000VA Line LAN Rack Mount	$580.27
1Smart-UPS 1400VA Line LAN SU	$628.85
1Smart-UPS 1400VA Line LAN Rack MountSU1400	$745.80

3COM SWITCHED HUB

3Com®

SuperStack II Switch 12 Port 10	$502.70
SuperStack II port Switch hub 24-Port 10BT	$835.23
SuperStack II Switch 1000 12 10BT, 1 100BTX	$757.90
SuperStack II Switch 1000 24 10BT, 1 100BTX	$996.60
SuperStack II Switch 3000 12 10BT/ 100BTX Auto	$1,308.50
SuperStack II Switch 3000 24 10BT/ 100BTX Auto	$2,523.40

Prices Subject to Change

DIAL-IN / DIAL-OUT DEVICES

3Com office connect remote dual analog router

$531.56

Shiva LanRover/2e Plus w/2async

$1,278.98

WORKGROUP INTERNET SOLUTIONS

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CTI SOLUTIONS

CALLWARE CTI solutions

Caller Standard Series 5 4 Port	$1,052.62
Caller Standard Series 5 8 Port	$2,095.09
Caller Standard Series 5 12 Port	$4,404.85

SERVICE LABOR PRICING

QTY	Description	p/hr	Total
1	Hour Labor	$125.00	$125.00
20	Hours prepaid Bulk Labor	$100.00	$2,000.00
40	Hours prepaid Bulk Labor	$85.00	$3,400.00

Note:
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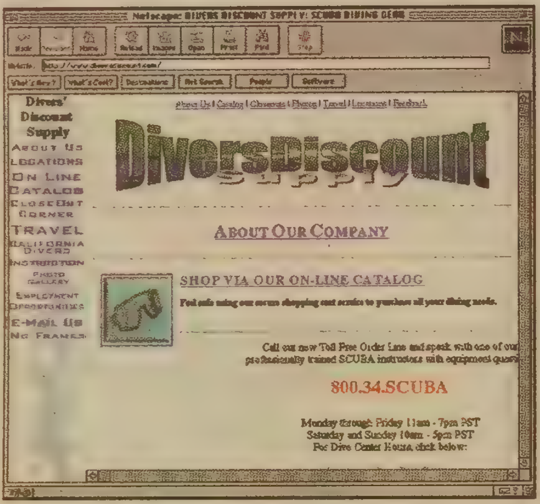
Netscape: DIVERS DISCOUNT SUPPLY: SCUBA DIVING GEAR
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Home
Reload
Images
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Print
Find
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What's Cool?
Destinations
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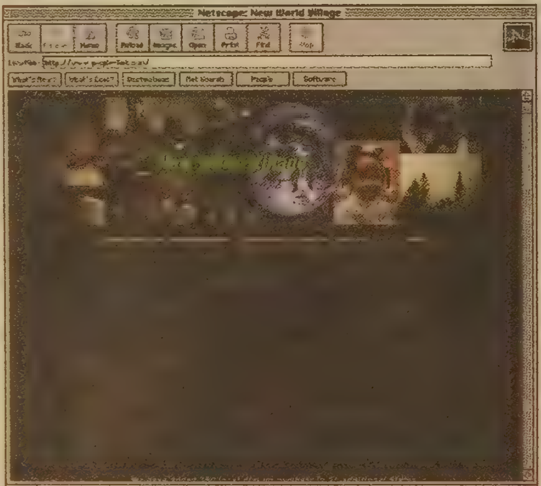
Netscape: New World Village
Back
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Home
Reload
Images
Open
Print
Find
Stop
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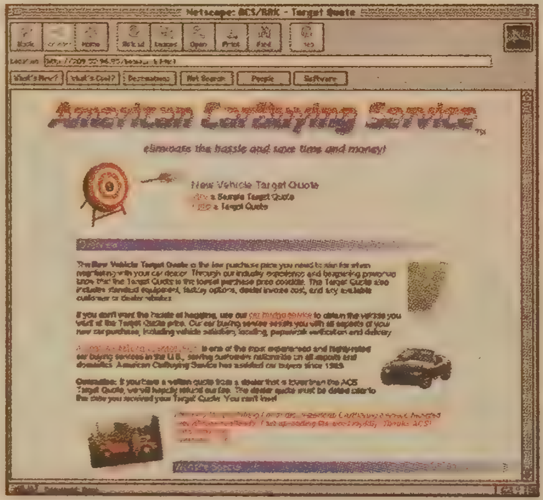
What's Cool?
Destinations
Net Search
People
Software

http://www.people-link.com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Back
Forward
Home
Reload
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Open
Print
Find
Stop
What's New?
What's Cool?
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People
Software
American Carbuying Service
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New Vehicle Target Quote
a Sample Target Quote
a Target Quote

http://209.50.96.85/home_rrk.html

Computer Products & Services

Amiga Technology Australia *http://www.AmigaTech.com.au* Distribution of Commodore-Amiga computers and spare parts. [Exp. #179.]

Astrology Software *http://ourworld.compuserve.com/homepages/kenneth_hirst* For shareware, fonts, and metaphysical information. Astro-World provides print and screen interpretations for Radix (Natal), Synastry, and Transit Horoscopes. [Exp. #179.]

BugNet Alerts *http://www.bugnet.com* BugNet delivers the definitive word on the bugs in Microsoft's new FrontPage 98. [Exp. #179.]

CCH, Inc. *http://www.toolkit.cch.com* CCH Business Owner's Toolkit is a portfolio of information and software tools designed to help small business owners and home office entrepreneurs start, run, and grow their businesses. [Exp. #180.]

Computer System Solutions *http://www.comput.com* IBM-compatible systems. High quality, competitive prices. Warranty and support included. Since 1989. [Exp. #181.]

Digital Auction *http://www.digital-auction.com* A new online auction for PC systems, hardware, and computer upgrades. [Exp. #181.]

Follgard Group Inc. *http://www.follgard.com/* A hi-tech, multimedia, communications, and marketing company, specializing in CD-ROM, Web site, e-commerce, telephony, and software development. [Exp. #181.]

JEM Computers *http://www.jemcomputers.com* Since 1992, JEM has been known for selling top-notch refurbished and manufacturer's excess inventory for 25% to 45% below retail. [Exp. #180.]

Match Software Fonts *http://www.matchfonts.com* Online font catalog for Windows, Mac, and OS/2. [Exp. #181.]

micro2000 *http://www.micro2000.com* [Exp. #180.]

PCSDirect Software Superstore *http://pcsinternet.com/office/eric* Over 40,000 software titles of the latest and best software the industry has to offer. [Exp. #180.]

Polaris PackRat Professional *http://www.polarissoftware.com* A powerful, customizable desktop information management system. [Exp. #181.]

Sea Breeze Computers *http://www.seabreezecomputers.com* Computers sales and service for Watsonville and Santa Cruz area. [Exp. #179.]

VTechSoft, Inc. *http://www.vtechsoft.com* [Exp. #180.]

Web/Internet Services

A+ACY-D Internet Consulting *http://www.adinternetc.com* Localized Internet presence, Web site development, e-commerce solution, online marketing. [Exp. #180.]

Absolute Magic Computers/Internet *http://www.absolutemagic.com* Affordable Web site design and maintenance, computer and network consulting. Ten years in Orange County. [Exp. #181.]

AceWeb Network *http://www.aceweb.net* [Exp. #180.]

Armasoft Web Design *http://www.armasoft.com* Web design and hosting. [Exp. #179.]

AXIS Partners *http://www.axispartners.com* Specializing in Web design, site architecture and navigation, content targeting, and intranet deployment. [Exp. #179.]

Business Mall *http://www.webbusiness.com* Free Web page with hosting, $13.50/month. Internet advertising services. [Exp. #179.]

CatchTheWeb *http://www.catchtheweb.com* allows users to capture any Web page or series of Web pages, annotate and organize them, and arrange them into a presentation viewable in any JavaScript-capable browser. [Exp. #181.]

Cuenet *http://www.cuenet.com* Listservs, email, WWW, domain hosting, site development, and complete outsourcing. [Exp. #181.]

DG Publishing Online *http://www.dgpublishing.com* Free Web site promotion software. Automatically submits your URL to over 400 search engines. [Exp. #179.]

Free Money Making Web Site *http://www.Waimea-Bay.com* Earn up to $1,000 per week. Be on the Web today. [Exp. #180.]

Gizmo Beach Web Design *http://www.gizmobeach.com/* A Web design company that specializes in dhtml, databases, and custom programming. [Exp. #179.]

HieroWeb Interactive *http://www.hiero.com/* HieroWeb Interactive develops, creates, and maintains sites on the Internet. [Exp. #179.]

IT Network *http://www.itnetwork.co.uk/* Internet TV and multimedia data storage information service. [Exp. #181.]

National Direct Internet Yellow Pages *http://www.ndiyp.com* Search for local and national businesses. Easy to use and in familiar style. Get a free business listing. [Exp. #179.]

Nu Age Media *http://www.NuAgeMedia.Com* We do Web site development. [Exp. #180.]

Octadrive Productions *http://www.octadrive.com* [Exp. #180.]

Outta Site Web Design *http://www.drjack.com/outta_site* Creative Web page design and consultation. Large graphics and animation library. Great prices. [Exp. #179.]

SinaSearch *http://www.sinanet.com* The world's first complete Chinese/English search engine. [Exp. #181.]

Siris.com *http://www.siris.com/* Multimedia, communication, and Web design. [Exp. #181.]

TagGen *http://www.hisoftware.com/taggen.htm* TagGen makes your Web site presentable to search engine Web crawlers by generating appropriate meta tags. [Exp. #180.]

The Editors Advertising Agency *http://www.theeditors.com/* 20-year-old full service ad agency specializing in Web page design, advertising, marketing, graphic design, and print collateral. [Exp. #181.]

The-Best-Of.com *http://www.the-best-of.com* Users can vote for your business and win prizes. Business Web pages for $15/month. [Exp. #181.]

Web Edge *http://www.webedge1.com* Web page builders and hosting. [Exp. #179.]

Web Precision *http://www.webprecision.com* Get a free Internet marketing consultation and discover how to make the Internet work for you. [Exp. #180.]

XLM.com *http://www.xlm.com* A new Web site that serves as a key resource and nerve center for XML developers and users. [Exp. #180.]

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- AMI ATX Tower Case/230W UL PS
- Enhanced 104 Keyboard & Mouse
- 19" CYBERVISION .26 mm (1600X1280) Ultra fine Pixel
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- Matrox Millenium II w/8MB upg to 16MB MPEG and / DVD READY Upg to DVD Decoder Hollywood for... $109
- AMI ATX Tower Case/230W UL PS
- Enhanced 104 Keyboard & Mouse
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- NEW DVD II CD ROM DRIVE
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Intel Pentium II 333	$2,888
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- AMI ATX Tower Case/230W UL PS
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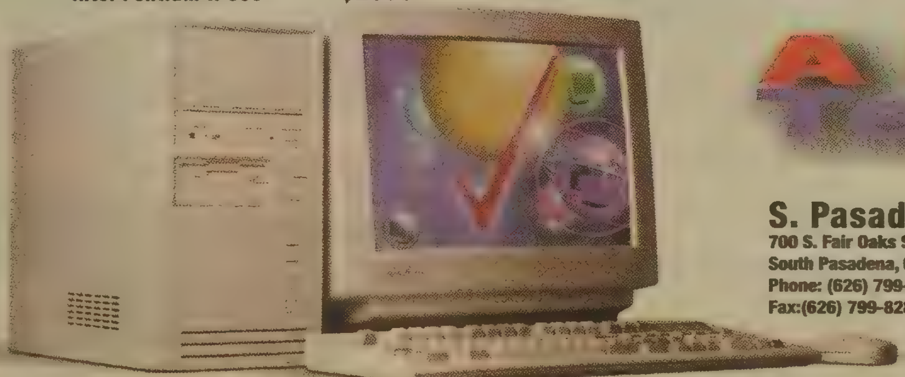
Intel Pentium II 300 $988

Intel Pentium II 233	$ 868
Intel Pentium II 266	$ 898
Intel Pentium II 333	$1118
Intel Pentium II 350	$1268



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14" Digital Monitor/.28dp v.i.s. 13.6"
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ZapMap *http://www.zapmap.com/index.html* Interactive, vector-based geographic hotspot directory of Web sites in Silicon Valley, written in Java. [Exp. #180.]

Services & Products For Sale

American Car Buying Service *http://209.50.96.85/home_rrk.html* Provides new auto pricing services over the Internet. [Exp. #181.]

Art4Media *http://www.art4media.com* ART4MEDIA is a small team of Bay Area artists and marketing entrepreneurs dedicated to producing art for effective promotional collateral. We provide creative and production services for logo design, music packaging, and interactive media. [Exp. #180.]

Autowest Dodge In Fremont *http://www.teamautowest.com* [Exp. #179.]

Beverly Hills Premiere Tour Operator *http://www.bhpremiere.com* US inbound tour operator specialized in medical conventions. [Exp. #179.]

Carded Merchandise *http://www.angelfire.com/in/OurHardware/index.html* Need computer hardware new at 90% off? We have anything and everything for you, and you are just going to have a heyday with this site. Easy to order, too! [Exp. #180.]

ComCoTec, Inc. *http://www.comcotec.com/* Pharmacy health care systems and services. [Exp. #181.]

Costello & Associates *http://www.costellonet.com/* Management consulting firm. [Exp. #181.]

Divers Discount Supply *http://www.diversdiscount.com* Online catalog for scuba gear sales. Diving information. [Exp. #179.]

Duncan's American Radio Web Site *http://www.duncanradio.com/* Radio research for inside the radio industry. [Exp. #181.]

Electronic Prospecting *http://www.electronicprospecting.com* [Exp. #179.]

Ethnic Apparel *http://www.helenzeke.net/* Irish Apparel, food, ethnic shirts, and novelties. [Exp. #181.]

Evian Natural Spring Water *http://www.evian.com* Your source for living well. [Exp. #179.]

EZ Calm *http://www.masterm.com/ez_calm.html* Health Web site: Relieve stress, overcome substance abuse, hospital tested. [Exp. #179.]

HPV Systems *http://www.hpvsystems.com/* Air duct cleaning of every type, material, size, and form in the Netherlands and Belgium. [Exp. #181.]

HTBrown Consultancy *http://www.htbrownconsultancy.com/* Consulting in Government procurement policy and contract management and business development. [Exp. #181.]

Hyatt Hotels *http://www.hyatt.com* As part of the launch for this redesigned site, Hyatt is giving away a trip around the world, which can be entered via the new site. [Exp. #180.]

Impact Parts *http://www.impactparts.com/* Honda and Acura performance accessories. [Exp. #181.]

KMB Enterprises *http://www.kmb-enterprises.com* Computer, CB, and amateur radio sales. We offer online ordering with competitive prices. [Exp. #180.]

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Lampshades *http://marionharris.com* Custom lampshades replicated or designed in fabric and hides. [Exp. #179.]

Medical Bill Auditing Consulting Systems *http://www.mbacs.com/* [Exp. #181.]

Menu Design & Analysis *http://www.menusforprofit.com* Designers of profitable menu programs for restaurants. [Exp. #179.]

Mojoe Multimedia *http://www.mojoe.com/* The power users search engine. [Exp. #179.]

Mystery Shop *http://www.interking.com/b/a/mystery shop.html* Mystery customers needed. Reasonable pay. [Exp. #181.]

PAR Orthodontic Laboratory *http://www.parortho.com* Full service laboratory constructing high-quality, custom appliances for orthodontists nationwide. [Exp. #181.]

Pencom Web Works *http://www.pww.pencom.com* Pencom Web Works introduces Metaphoria Data Transformation Server 1.1, which provides easy and quick Internet/ intranet access to data from multiple sources. [Exp. #180.]

Prepress Services *http://www.accu-color.com* Promoting our pre-press shop. [Exp. #181.]

Smart Dolly—Bottled Water Installer *http://www.smartdolly.com* Roll the bottle onto cradle, Smart Dolly lifts and loads automatically. No lifting, no spills. [Exp. #181.]

Tripweb *http://www.tripweb.com* Online airline reservations, car rentals, hotel reservations, cruise lines, passport and visa info, Disney packages, and general travel information. [Exp. #181.]

Vita Books *http://www.vitabooks.com* A health, wellness, and longevity cyberstore containing great books, herbal and nutritional products. [Exp. #179.]

Financial/Real Estate Services

1% Homeseller *http://www.1homeseller.com* Discounted real estate fees, buyer rebates, homes for sale by owner in Southern California. [Exp. #181.]

American Capital Loans *http://www.debthelp.cc/* Providing loans for homeowners with no equity required. [Exp. #181.]

Bancared *http://bancared.net* Banking services. [Exp. #179.]

Castle Resale *http://www.castle-re-sal.com* Specializing in resale homes in Orange County since 1971. Worldwide referral and relocation, income properties and exchanges. [Exp. #179.]

HomeShark *http://www.homeshark.com/* The leading online mortgage and real estate services company. [Exp. #181.]

The Index Investor *http://www.indexinvestor.com* Asset allocation newsletter for index fund investors. [Exp. #179.]

The McLean Group *http://www.mcleangroup.com/* Real estate developers. [Exp. #181.]

Michael Gray, CPA *http://www.innetix.com/~mgraycpa* Visit our site for income tax planning ideas, including dealing with Incentive Stock Options and the Alternative Minimum Tax, and for small business improvement strategies. [Exp. #179.]

RateNet *http://www.rate.net* Mortgage, CD, auto and credit card interest rates are ranked and compared daily for over 11,000 financial institutions at RateNet. [Exp. #181.]

Stern Financial Services *http://mpb.com/sfs/* Retirement planning for educators. SFS offers personalized services and products to meet your individual financial needs. [Exp. #180.]

Legal Services

Ask A Lawyer *http://www.ask-a-lawyer.com* [Exp. #179.]

NetCourt Web Site *http://www.interNetCourt.com* NetCourt is a leading provider of online trial and expert witness transcripts produced by court reporters from around the country. [Exp. #180.]

Richard J. Greenstone, Attorney at Law *http://www.rjg.com/* Copyright, trademark, licensing, business, and transactional law for the computer, entertainment, and publishing industries. [Exp. #181.]

Employment/ Education

Ascolta Training Co. *http://www.ascoltatraining.com* Authorized training for Cisco, Microsoft, and Netscape. Validated Internet/intranet fundamental course. Convenient Bay Area and So. Cal. locations. [Exp. #179.]

Benjamin Franklin Institute Of Global Education *http://www.bfranklin.edu* Dedicated to lifelong learning opportunities, whether through traditional school divisions (K-12, college, and university), or through on-the-job training. [Exp. #179.]

Berklee College Of Music *http://www.berklee.edu* [Exp. #180.]

California Contractors Exam Preparation School *http://www.contractorschool.com* [Exp. #179.]

ConsultLink *http://www.consultlink.com* Over 19,000 computer consultants contractors are represented in the ConsultLink Web site. [Exp. #180.]

Encyclopedia Britannica's Guide To Black History *http://blackhistory.eb.com* [Exp. #179.]

Graduate Ranking *http://www.usnews.com/usnews/edu/beyond/bcrank.htm* US News & World Reports graduate school ranking site. [Exp. #179.]

HTML Spoken Here *http://www.geocities.com/~jimhanson* Free tutorial teaches you how to create your own Web page. [Exp. #180.]

Martin Luther King Jr. Papers At Stanford *http://www.leland.stanford.edu/group/King* [Exp. #179.]

Mr. Brain Tutor *http://members.tripod.com/~russmccor/tutor.htm* Live teachers online: Tutoring in mathematics, English, computer programming, history, writing, etc. [Exp. #181.]

New Job Site *http://www.nethunter.net* [Exp. #181.]

Oak Tree Systems, Inc. *http://www.oaktree-systems.com* Software solutions for training centers. [Exp. #180.]

PC Pros Information Staffing *http://www.pcprosla.com* The computer employment experts. Technical graphics, digital new media, and administrative positions available. [Exp. #179.]

People Link's New World Village *http://www.people-link.com* People-Link, in partnership with Michael Albert, announces a new, progressive, online school, the Learning OnLine University. [Exp. #179.]

Teach Your Child To Swim With Aqua Tykes *http://www.aquatykes.com/* Teach your child to swim with ease and confidence! [Exp. #181.]

TEMP 24-7 *http://www.temp24-7.com* Dedicated to the weird world of temporary employment. [Exp. #179.]

Useful Links *http://www.yorku.ca/sts/links.html* A collection of pointers of interest to students and researchers in the field of science and technology studies. [Exp. #179.]

Organizations

Afro-Americ@'s Black History Museum *http://www.afroam.org/history.html* [Exp. #179.]

Amnesty International *http://www.amnesty.org* Campaigns for fair trials, prisoners of conscience, and against torture, degrading, or inhumane treatment. [Exp. #180.]

Condo Management Online *http://www.condomgmt.com/* The premier resource for community associations. [Exp. #181.]

Cult Awareness Resources, CARES *http://cares-cares.org* Provides information to the campus community about cult activity, including International Churches of Christ information. [Exp. #180.]

Doctors Of The World *http://www.doctorsoftheworld.org* Dedicated to improving the health and relieving the suffering of vulnerable people throughout the world. [Exp. #180.]

Global Fund For Women *http://www.globalfundforwomen.org* A grant making foundation that provides flexible, timely assistance to grassroots women's groups around the world. [Exp. #180.]

Institution of Incorporated Engineers *http://www.iie.org.uk/iie* The UK's largest professional association in electronic, electrical, and mechanical engineering for incorporated engineers and engineering technicians. [Exp. #181.]

Jewish Scientist Network *http://www.jsn.org/jsnhome.html* An information server based on reader submission of articles, news, links, references, etc., all pertaining to Jewish issues relating to the sciences or scientific issues. [Exp. #180.]

Los Angeles Macintosh Group *http://www.lamg.org* Non-profit user group offers training programs, meetings, monthly magazine, employment, networking, and tech support. [Exp. #179.]

Main Street United Methodist Church *http://www.jfsi.com/msumc.htm* Kernersville, North Carolina's friendliest and most vibrant Church. [Exp. #181.]

Master Of Light Institute *http://www.geocities.com/Hollywood/Studios/8378* Enlightenment through film making as preached by Revdonaldo. [Exp. #179.]

NAACP *http://www.naacp.org* [Exp. #179.]

National Center For Employee Ownership *http://www.nceo.org/* Articles, columns, discussions, and interactive training on employee stock ownership plans, stock options, etc. [Exp. #179.]

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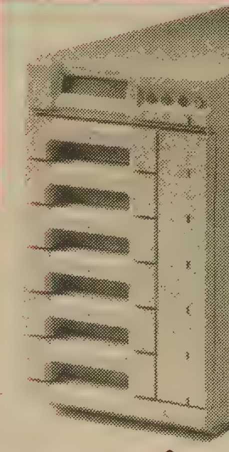

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NetAction *http://www.netaction.org/training* NetAction's Virtual Activist, a comprehensive training course on cyberactivism, is now on the Web. [Exp. #180.]

New 1998 NACA Web Site *http://www.naca.org/index.html* [Exp. #180.]

Nizkor *http://www.nizkor.org* Transcripts from the Nuremberg trials of convicted Nazi war criminals are now posted to the Web by Nizkor. [Exp. #180.]

NOCCC (North Orange County Computer Club) *http://www.noccc.org* Web page of computer user group. Meetings: 1st Sunday of the month, 9:00 am, Chapman University, 333 N. Glassell Ave., Orange. [Exp. #180.]

Performance Animation Society *http://www.PASociety. org* 3-D character and performance animation/motion capture SIG. [Exp. #181.]

Rainforest Foundation *http://www.charityprofile.co.uk/rainforestfoundation.html* Est. in 1989 by Sting and his wife, Trudie Styler, to help save the Brazilian rainforest. [Exp. #180.]

Santa Clarita Valley's PC Group *http://www.smartlink.net/~scvpcg* The Santa Clarita Valley's PC Group is dedicated to PC literacy. Come join us. [Exp. #180.]

SFAUG: San Francisco AutoCAD Users Group *http://www.sfaug.org* Meets 1st Monday each month, 6-8:30, usually at the SFSU Downtown Center at 425 Market St. [Exp. #180.]

Technical & User Groups Network *http://www.tugnet.org* 24-hour bulletin board, meeting calendar, membership info., articles, reviews. [Exp. #179.]

W.E.B. DuBois Institute *http://web-dubois.fas.harvard.edu* [Exp. #179.]

Warchild *http://www.warchild.org* Works to alleviate the suffering of children by bringing material aid into war zones. [Exp. #180.]

World Education Access *http://www.wea.net/* Non-profit organization offering scholarship opportunities for students in the US and around the world. [Exp. #179.]

Publications

Bad Subjects *http://eserver.org/bs/default.html* Semi-academic zine. [Exp. #180.]

Bayani Magazine *http://primaveradesign.com/bayani.html* An online magazine of Filipino arts and culture. [Exp. #180.]

Blithe House Quarterly *http://www.blithe.com/* BHQ features a diversity of new short stories by emerging and established gay, lesbian, and bisexual authors. [Exp. #180.]

The Daily Star On-Line *http://dailystar.com.lb* Lebanese newspaper in English. [Exp. #179.]

Car Secrets *http://www.igs.net/carsecrets/info12.htm* An auto consumer's and owner's book for sale online with hundreds of cost saving tips. [Exp. #181.]

Classified Ad Collectible Photo Guide *http://www.nwgraphics.com/collectables* [Exp. #179.]

Global Phone Book *http://www.PhoneNumbers.net* Offers a unique collection of phone, fax, and email directories—worldwide. [Exp. #181.]

International Stock Newsletter *http://members.aol.com/mysteryco/international_stock_newsletter.htm* Undiscovered international stock investments with large potential. Objective financial information on innovative global companies. [Exp. #180.]

MediaCulture Review *http://www.mediademocracy.org/MediaCultureReview* [Exp. #179.]

ModemHelp.com *http://www.modemhelp.com* ModemHelp is an infocenter type resource which offers a complete guide to modem-related information on the Web. [Exp. #181.]

Mollie Katzen: Cookbooks, Recipes For Vegetarians *http://www.molliekatzen.com* [Exp. #179.]

Netnoir *http://www.netnoir.com* [Exp. #179.]

Opamp Technical Books *http://www.opamp.com* Table of contents search. Computer, engineering, business, trade books. Over 20,000 titles. [Exp. #179.]

Saving Money Using The Internet *http://www.nwgraphics.com/internet* This is a booklet to show you how to save money on the Net. [Exp. #179.]

U-Turn Monograph And E-zine *http://www.uturn.org/* An art journal. [Exp. #181.]

Odds & Ends

All About Pianos *http://www.tiac.net/users/pianos/index.htm* Everything you ever wanted to know about the piano! [Exp. #179.]

American Needlepoint Art & Design Inc. *http://www.americanneedlepoint.com/* This site is dedicated to needlepoint, custom canvases, and accessories. [Exp. #181.]

Awareness Holistic Books And Information Center *http://www.jps.net/aware* Holistic health, books, info, gifts, and classes in San Mateo. [Exp. #179.]

Body Sculpture *http://www.geocities.com/eureka/8158/spectrum.html* Unique, all-natural slimming lotion designed to eliminate "love handles" and "thunder thighs." [Exp. #180.]

California Electric And Magnetic Fields Program *http://www.dnai.com/~emf* EMF news, reference sources, and a complete program description. [Exp. #179.]

Eyegive *http://www.eyegive.com* The eyegive service offers individuals a simple, free opportunity to transform the way they support their favorite causes or charities into a daily, almost instantaneous activity. [Exp. #180.]

Garden Escape *http://www.garden.com* Seasonal scentsations. [Exp. #180.]

Knowledge Circles *http://www.highvib.org/knowcirc.htm* Tune in the spiritual communities of the Aquarian Age. [Exp. #181.]

PETA *http://www.jesus-online.com* Hoping to make Christians the latest converts to vegetarianism. [Exp. #181.]

Trinity Web Sites *http://surf.to/trinity* Links to Christian Web sites, categorized for your convenience. [Exp. #180.]

Personal Home Pages

Best Freebies *http://www.BestFreebies.com* Features links to over 30,000 sites offering free things—compiled by a disabled vet. [Exp. #179.]

Felice Marra Web Site *http://www.tempolibero.com/malfer/* Agenda Internet: Screen saver collection–Italian style. [Exp. #179.]

Gadfly2's Home Page *http://www.hooked.net/~gadfly2/* [Exp. #181.]

GPF Avoidance *http://www.geocities.com/Athens/Aegean/4841/* Century cable gripes, Carl Sagan, Hodgkin's disease, hyperlinks, and more. [Exp. #181.]

Grandmother's Attic *http://www.wizard.com/~dancer/* Devoted primarily to Greyhounds and the adoption of the ex-racing Greyhound. [Exp. #179.]

Khilafah/Caliphate Is The Way To Islam *http://home.att.net/~kgmowla* 1300 years old Khillafah/Caliphate is the only political system in Islam and it must be re-established without further delay. [Exp. #181.]

Kittys On Flame With Rock And Roll *http://www.kittyfeet.com* Frisco art, rock music, QuickTime, fiction, and more. [Exp. #181.]

Lambrechtsen Online *http://www.knoware.nl/users/evim/index.html* History of a Dutch family, listing of all Dutch archives. [Exp. #179.]

Lee's Home Page *http://www.twow.com/leeg/* An eclectic site with a surfing theme. Links to surfing, surf conditions, weather, law, software, scuba diving, and Web resources. [Exp. #180.]

OmniGo Online *http://www.bayside.net/users/todo/ogo/* A user site for the HP OmniGo 100/120 community. [Exp. #179.]

Robotman *http://www.the-robotman.com* Educational and fun site. [Exp. #181.]

Travel In Indonesia *http://www.TroyDrake.com* Photos of travel in Indonesia. [Exp. #179.]

Government/Politics

African-American Astronauts Recognized *http://observe.ivv.nasa.gov/nasa/ootw/1998/ootw_980211/ob980211.html* NASA's Observatorium honors the astronauts during Black History Month. [Exp. #179.]

Berkeley Citizens Action *http://www.jps.net/bca* The municipal electoral coalition that has organized Berkeley progressive politics for the last two decades. [Exp. #180.]

Bureau Economique en France *http://www.cotedivoire.co* Site officiel du Bureau Economique: Paris and Washington. [Exp. #179.]

California Trade And Commerce Agency, Division Of Tourism *http://gocalif.ca.gov* [Exp. #180.]

City of Citrus Heights, CA *http://www.ci.citrus-heights.ca.us* [Exp. #179.]

Democracy Direct *http://www.marinternet.com/rknox/car15.html* Reclaiming democratic representative government by giving the national and state electorates a meaningful and direct voice (not the last word) in state and national government. [Exp. #181.]

Library Of Congress Information Bulletin *http://www.loc.gov/loc/lcib* [Exp. #179.]

May Day On the Web 1998 *http://www.accessweb.com/mayday/* Workers fight for human rights. [Exp. #181.]

Mumia Abu-Jamal Web Site *http://www.mumia.org* Learn more about Mumia Abu-Jamal, read the latest updates on his case. [Exp. #179.]

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Nuclear Age Peace Foundation *http://www.wagingpeace.org/* Home of Abolition 2000. [Exp. #180.]

Political Ecology Group *http://www.igc.org/peg* PEG is a multi-racial, volunteer-based organization working for environmental justice in the SF Bay Area. [Exp. #179.]

San Diego County Democratic Party *http://www.netgaincc.com/sddemocrats/* [Exp. #179.]

US Consumer Information *http://www.pueblo.gsa.gov* Find the latest information from more than forty US government agencies. [Exp. #179.]

Arts

American Photographer In Spain *http://www.geocities.com/Soho/Gallery/5718/feria.html* Images of The Spring Fair (La Feria) in Spain! [Exp. #181.]

ArtsLink Australia *http://www.artslink.org.au/* Professional performing and entertainment site. [Exp. #181.]

Filipino American Exposition *http://primaveradesign.com/faae.html* Shows this year's schedule of festival and other events. [Exp. #180.]

One Art World *http://www.oneartworld.com* A free Web-based art gallery exhibiting artworks by contemporary, distinguishing artists. [Exp. #181.]

PaintingsDirect.com *http://www.paintingsdirect.com/* A new way to find and buy paintings. [Exp. #181.]

Peter Findlay Gallery *http://www.findlay.com/* Art gallery. [Exp. #181.]

PhotoSphere Images *http://www.photosphere.com* PhotoSphere offers professional, royalty-free stock images, on CD-ROM and as downloadable single images. [Exp. #179.]

Entertainment/ Leisure

AAA Master Clowns Club *http://www.payasos.com/* Clowns services. [Exp. #180.]

Acura Club *http://www.acuraclub.com* [Exp. #179.]

AddictMUD *http://www.addict.dmswebworks.com* This is the official home page of AddictMUD. A great place for new and experienced mudders alike! [Exp. #179.]

The Adrian Empire *http://192.41.53.160/* A medieval re-creation group, featuring live steel combat. Attain Knighthood in three disciplines. [Exp. #180.]

Alex Fox, Flamenco Guitarist *http://www.alexfox.com/* Alex Fox has created his own unique style of music, combining classical guitar, flamenco, and pop. [Exp. #181.]

Arctic Travel *http://www.arctic-travel.com* A travel guidebook that aims to become the most comprehensive guide to the Canadian Arctic. [Exp. #180.]

Beep @ The BBC *http://www.beeb.com* The BBC's Web entertainment and information service. [Exp. #180.]

Bimbo Toolshed Web Site *http://jackattack.com/bimbotoolshed* Cyberhome for San Francisco's greatest punk band. [Exp. #179.]

The Blarney Stone *http://members.tripod.com/~iwolff/index-2.html* Award-winning Irish Humorist offers samples of his columns, parodies, essays, and other laugh out loud observations. [Exp. #181.]

Bogota Colombia *http://www.bogotacolombia.com/* Todo sobre la capital de Colombia—The city, the enterprises, and the people of Bogota. [Exp. #181.]

Cashmere Heights Weddings *http://www.chcweddings.co.nz* New Zealand's most exclusive wedding and honeymoon company. [Exp. #180.]

Classical Music For Novices *http://www.angelfire.com/pa/noviceclassical* [Exp. #179.]

Cypher *http://www.epgmedia.com/cypher* [Exp. #179.]

Dee Zaster, Esq. *http://members.tripod.com/~russmccor/* Guess who just entered the race for Governor of California? Don't miss DZ's campaign to drive Pete Wilson crazy and out of office. [Exp. #180.]

Dial-A-Joke *http://www.howdyneighbor.com/batteryman/ra.htm* The old recordings are back and on the Internet. Stuff recorded up to 20 years ago. [Exp. #181.]

Elvis In Concert *http://www.wydeo.ch/~ma_wyss/index4.htm/* [Exp. #179.]

Explore Africa *http://www.exploreafrica.co.za* An umbrella Web site about Southern Africa. [Exp. #179.]

Explore Nova Scotia *http://explorens.rivendell.ns.ca/* One-stop guide to exploring the Province of Nova Scotia, Canada. What to see, how to get there, where to stay, and things to do! [Exp. #180.]

Find A Joke *http://www.find-a-joke.com* A large collection of all kinds of jokes and other humor. [Exp. #181.]

Foris Adventures *http://www.foris.com* Learn about adventure travel to Borneo and the cultures around Southeast Asia. [Exp. #180.]

Gamepuzzles For The Joy Of Thinking *http://www.gamepuzzles.com/* A catalog of original puzzles and games. [Exp. #180.]

Great American Duck Races *http://www.duckrace.com* The event involves racing rubber ducks down a local waterway. [Exp. #179.]

Hillbilly Hoedown *http://www.hillbillyhoedown.com/* The happiest show In the Smokies. [Exp. #181.]

Humor Monthly (Or Thereabouts) *http://www.masterm.com/humor.html* Monthly humor on relationships, computers, famous quotes, name changes, religion, and interesting facts. [Exp. #179.]

Inside Paris *http://www.inside-paris.com/* The best way to be "Inside Paris." [Exp. #180.]

Japanimation *http://www.shops4u.com/* Japanese animation videos. [Exp. #180.]

KROQ 106.7 *http://www.cosmoslink.net/~kroq* This award-winning page is on "the world- famous KROQ 106.7 FM." Lists of DJs, events, and much more. [Exp. #180.]

Love Psychic Ariele *http://www.ariele.com/* 1-888-289-2681 Clairvoyant, phone readings, and love magic. [Exp. #181.]

Mark L. Falconer Film Page *http://members.aol.com/MFalc1/home.html* Reviews of currently released films and videos. Occasional commentary on the industry. [Exp. #180.]

Mercury *http://www.sleepinggiantstudios.com/mercury* Web site for the band Mercury. [Exp. #179.]

Official Seinfeld Web Site *http://www.seinfeld.com* The site is a tribute to the millions of fans that helped make Seinfeld one of the most successful shows in television history. [Exp. #180.]

Proline Fishing Products *http://www.prolinefishing.com* Bass fishing lures. Fresh water, custom quality, for novice and professional anglers. [Exp. #181.]

Res Rocket *http://www.resrocket.com* Live interactive music jamming on the Internet. [Exp. #179.]

Rosewood Music Publishing & Sales *http://www.rosewoodmusic.com* We publish and promote independent music artists and writers. [Exp. #179.]

San Francisco Brewed *http://members.xoom.com/sfbrewed* The finest unsigned and indie bands of the Bay Area! We're also RealAudio-enhanced! [Exp. #181.]

Star Trek Universe *http://www.uss-1701-e.com/* Covering all four shows with features that include a gallery, gossip, news, and more. [Exp. #181.]

SteppinStone Entertainment *http://www.steppinstone.com/* An independent film and TV company. [Exp. #179.]

Teahouse Of The Mullah Nasrudin's Donkey *http://www.dnai.com/~mr_cat* Authentic Turkish coffee house at the Renaissance Faire. [Exp. #180.]

Telery *http://www.telery.com/* A place to chat, play games, and have fun with your friends! Live chat, a casino, online games, free email and homepages! [Exp. #181.]

TexasCasino.com *http://www.TexasCasino.com* Experience the finest regulated online casino and sportsbook licensed to International Gaming Network (IGN). [Exp. #179.]

Ticketvision *http://www.ticketvision.com/* Online ticket service for seating to all events nationwide. We have been seating the world for over 18 years. [Exp. #180.]

Total Conversions *http://www.totalconversions.com/* Total conversions for all games like Duke Nukem 3D, Shadow Warrior, Blood, Quake, Quake 2, and many more. [Exp. #180.]

Travel With A Cause *http://www.miramed.com/* Travel in Russia, China, and Nepal. [Exp. #181.]

Underworld Software *http://www.uwgames.com/* Try a free demo of BloodBath and you could win $500! [Exp. #180.]

Unsound Records Home Page *http://www.unsound.com.au/index.html* New and used CDs, 12" vinyl, soul, reggae, hip-hop, oz, and soundtracks. [Exp. #179.]

Virtual Zone *http://www.mnet.fr/virtualz* Astuces, cheats, pour Playstation, Saturn, N64, PC. [Exp. #180.]

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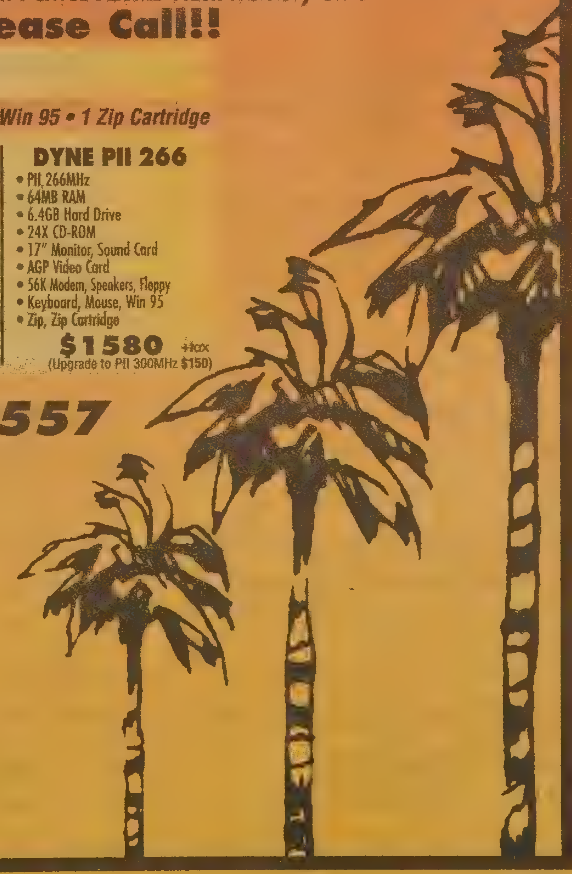

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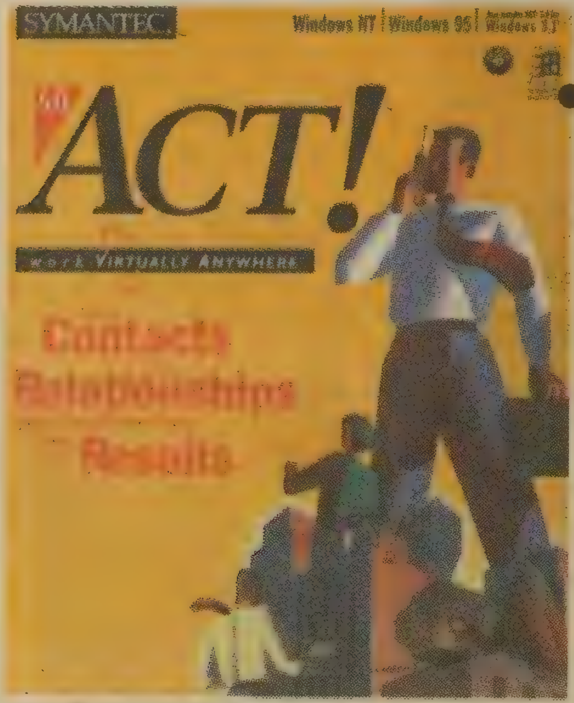
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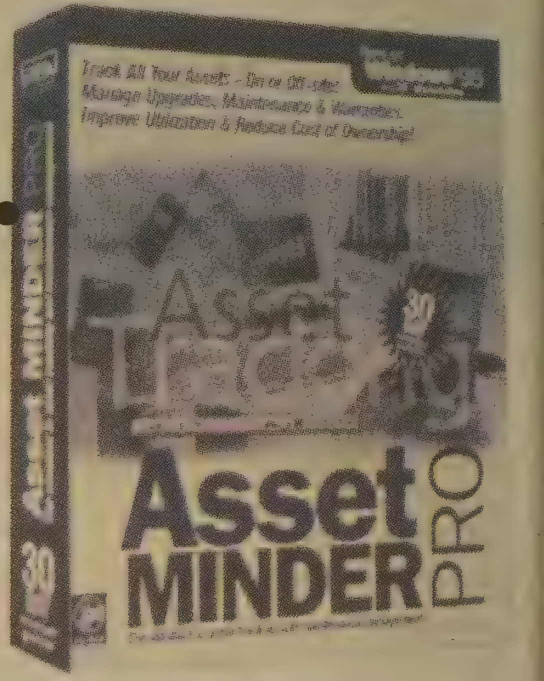
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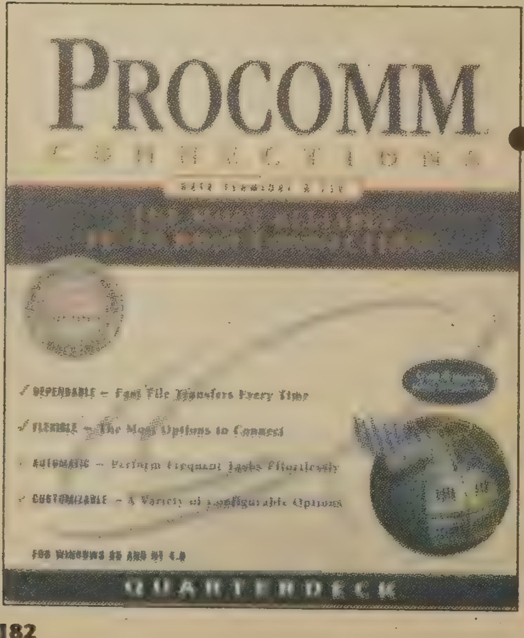
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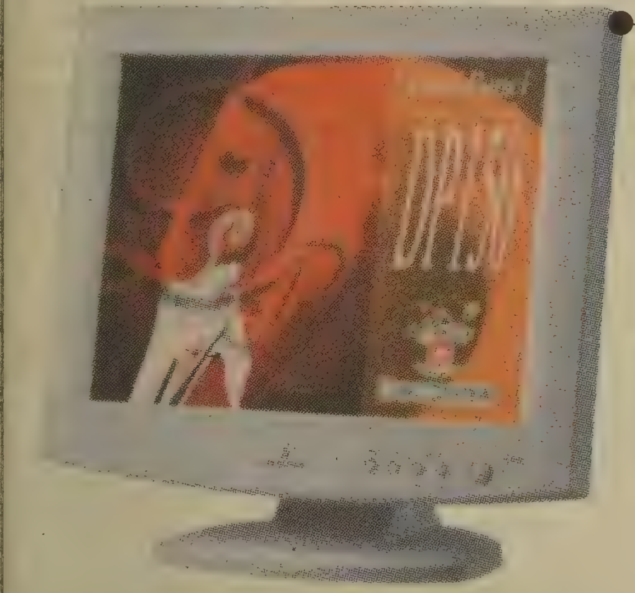
Monitors

Dragon Eye D97A

The Dragon Eye D97A 19" monitor features Advanced Response Rotational Control (ARRC)—two easy to use knobs, one for selecting the function and the other for the actual adjustment. This system provides much finer adjustments than pushing buttons or cycling through a menu of choices. Other features include ultra high resolution (1600 x 1200 with 75Hz refresh rate); 18" viewing area; flat square display; multi-step dynamic focus for sharper, crisper images at all points on the screen; 5-year limited factory warranty; and, optional USB technology, which allows for higher video throughput and can be daisy chained to free up I/O ports. All Dragon Eye monitors are Plug-n-Play, meets MPR II Low Radiation and Energy Star standards, and are Windows and Macintosh compatible. ($??) Sceptre Technologies, Inc., 16800 E. Gale Ave., City of Industry, CA 91745. (626)369-3698. *www.sceptre.com* .



DecaPanel DP150

The DecaPanel DP150 features a 15" TFT type Active Matrix Color panel with 15" diagonal viewable area and anti-glare hard coating. It offers Plug-n-Play compatibility, meets TCO92 and MPR II low radiation emission standards. OSD Controls let you easily adjust brightness, contrast, horizontal/vertical position, size, mode, RGB contrast, phase, and clock. The DecaPanel is PC compatible from VGA up to 1024 x 768 non-interlaced, as well as PowerMac computers. ($??) DecaView Corp., 1236 San Luis Obispo Ave., Hayward, CA 94544. (510)429-8885. *www.decaview.com* .

Macintosh Software

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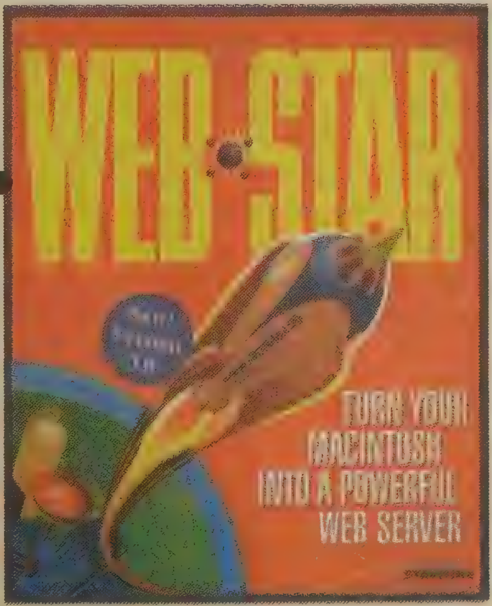


This software includes many new features to help you turn your Macintosh into a Webserver. It now includes FTP and Proxy servers that increase security, speed of Internet downloads and block access to unwanted sites. It also has improved search capabilities; IP Multi-homing, so that one server can serve multiple Web sites, each on a unique IP address; language-based routing, allowing the server to read the language preference setting in the browser, and serve the content hierarchy created for that language. Another new addition is a revamped Web STAR Administrative interface that has been rewritten and redesigned to be easier to use. It also supports the latest Internet standards including HTTP 1.1 that speeds up the download time to the browser, JavaSoft's Java Servlet API and WebObjects. A special-offer "Bundle Up" program of discount products and the opportunity to purchase Rebound!—the new auto-restart ADB device from Sophisticated Circuits—is also available at half-price. (WebSTAR can be downloaded at *www.starnine.com* . Estimated Street Price, $499; upgrade for 1.x is $299 or 2.x is $199) StarNine Technologies. Inc., (510)649-4949.

Updates

Alcom Corp. announced new Revision 3 for its **LanFax NT 5.0** fax server software for email users seeking to add fax to their desktop communication tools. (Starts at $699; customers who purchased Revision 2 in April 98 qualify for a free upgrade) Alcom Corp., *www.alcom.com* .

Elektroson, Inc. announced the introduction of **GEAR UNIX 3.5**. This CD-Recordable software is available for all major UNIX platforms and is recognized by IBM as officially AIX Ready. ($1,799) Elektroson, Inc. (408)371-4800. *www.elektroson.com* .

Ezenet, Inc. launched **INSTAbase 4.0** that improves and simplifies database needs with added features and **Web-Ready 4.0** that gives Web integration with the ability to publish databases to the Web. (A 30-day trial version is available at *www.instabase.com*)

Farallon, A division of Netopia Inc., unveiled significant price reductions (up to 39%) for their Starlet Switch product line. They are plug-and-play solutions for optimizing Ethernet and Fast Ethernet networks. (Starting at a little over $700) Farallon and Netopia, Inc. (510)814-5000. *www.farallon.com* .

go2net, Inc. launched version 2.0 of **PlaySite** (*www.playsite.com*), a multi-player online games network. The new site features popular word, board and card games, as well as chat lounges, game-related chat areas and instant messaging. (Free) go2net, Inc. *www.go2net.com* .

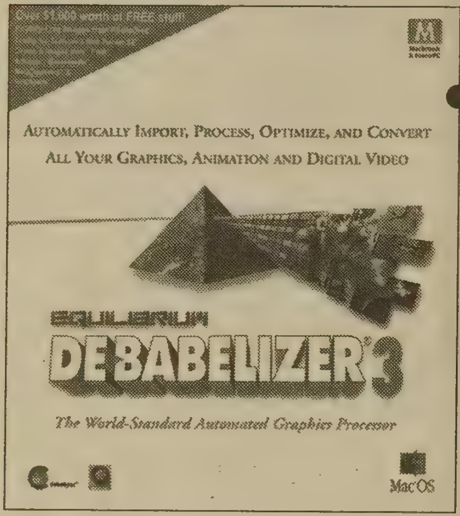
Jasc Software Inc. introduced **Paint Shop Pro 5.0 with Animation Shop**. It has an image animator that helps users quickly create graphic animations, including image and text transactions through advanced wizards. (Free download at *www.jasc.com*) 1-800-622-2793.

Lightspeed Software introduced **WebConvert 2.0**, a conversion tool for placing legacy documents on either your internal or external Web site with a dynamically linked table of contents and style sheets. ($295) Lightspeed Software, (805)324-4291. *www.lightspeedsoftware.com* .

Planet Corp. released its new version of **Business Maestro**, a software for budget planning and financial management. (Desktop, $995; enterprise, $2495) Planet Corp., 1-800-366-5111. *www.planet-corp.com* .

Puma Technology, Inc. unveiled **Intellisync For Windows CE 2.0**, which provides users of the Handheld PCs and Palm PCs, with new features and support for personal information management. ($69.95) Puma Technology, Inc., (408)321-7650. *www.pumatech.com* .

RadView Software announced that it has enhanced its Web performance testing tool, **WebLoad 2.2**, to support more aspects of e-commerce application environments. (Prices vary—for example, 1000 simulated users is $20,000) RadView Software, 1-888-RADVWEB. *www.radview.com* .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Macintosh Software (cont.)

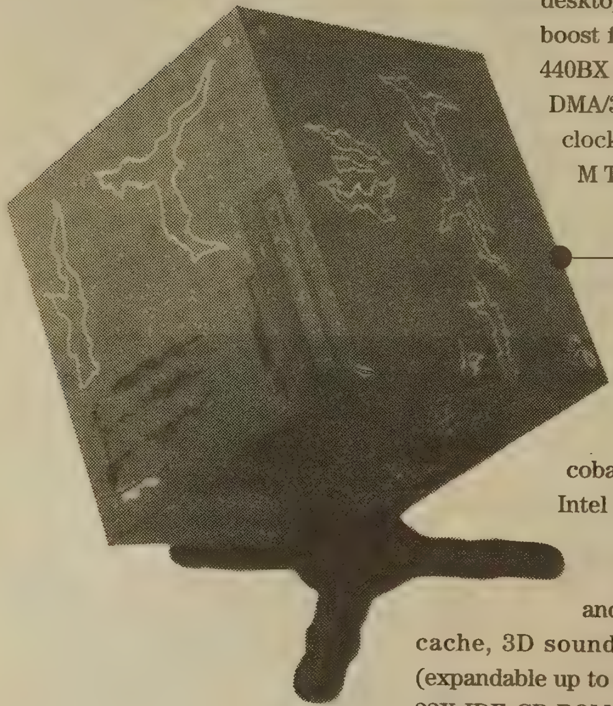
DeBabelizer 3

DeBabelizer 3's intuitive interface and extensive toolset enable you to optimize, process, and convert large numbers of files automatically. It also enables you to process to Web-ready formats, including animated GIF and QuickTime 3.0, and supports most Photoshop and third-party plug-ins. With DeBabelizer 3's new CMYK and Apple ColorSync support, you can process images from any source for delivery on CD-ROM and the Web. New features include streamlined batch automation functions, interactive previewing, extensive drag-and-drop capabilities, new built-in filters, enhanced plug-in filter support, and more. (Estimated Street Price, $399.95; upgrade from DeBabelizer Toolbox, $149.95) Equilibrium, Inc., Three Harbor Dr., Ste. 111, Sausalito, CA 94965. (415)332-4343. *www.equilibrium.com* .

PC Hardware

Stallion BX

The Stallion BX motherboard is a pair of high-performance Slot I Pentium II system boards that allow Intel's new CPU and chipset to run at clock speeds up to 450MHz. The boards are available in both an ATX (SY-6BA) for factor for desktop workstations and entry-level servers, and an AT (SY-6BB) footprint for low-cost, high-performance systems. It offers performance advantages for OEMs, VARs, and system integrators building desktop workstations, as well as providing a cost-effective upgrade for end users seeking a performance boost for 3D applications, Web graphics, and gaming. Standard features on both boards include Intel's new 440BX chipset, fast synchronous DRAM, Wake-On LAN, and the Ultra Direct Memory Access 33MBps (Ultra DMA/330 hard drive interface. Both boards also feature Sofset jumperless technology, which allows the CPU clock speed to be set incrementally with Award Software's Plug-n-Play BIOS. (SY-6BA, $200; SY-6BB, $180) M Technology, Inc., 1931 Hartog Dr., San Jose, CA 95131. (408)441-8818. *www.mtiusa.com* .

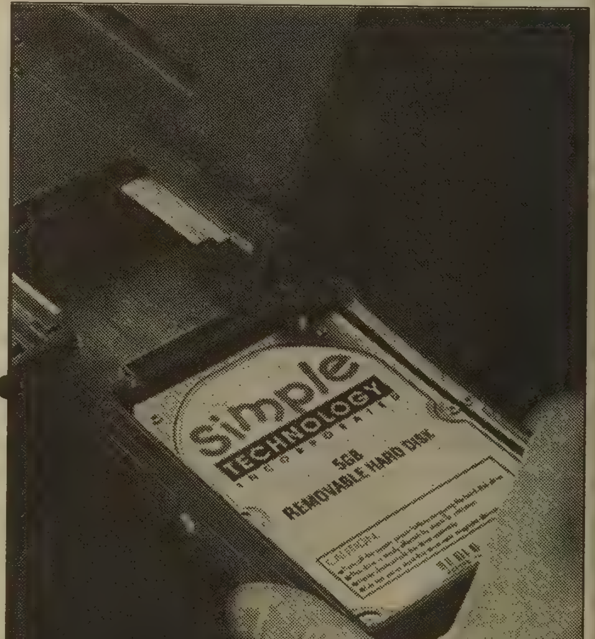


Rock City ST-200

The Rock City ST-200 is a new desktop computer combining a futuristic aluminum cube design with high performance and low price. The Rock City chassis is a 10.5" cube on a distinctive "on point" mounting system that gives the illusion of having your computer hover over the desk. The design results in a footprint that is 60% smaller than conventional systems. It is made from aircraft grade aluminum plate, anodized in colors such as cobalt blue or black mamba and etched with an interconnected lightening motif. It features an Intel 200MHz Pentium with MMX or x-86-compatible processor with AGP and 100MHz bus capability. The Rock City ST-200 includes six expansion slots, two external and three internal expansion drive bays, 512K cache, 3D sound card, stereo speakers, 32MB SDRAM (expandable up to 384 MB), 3GB hard drive, 3.5" floppy drive, 32X IDE CD-ROM drive, 56K modem Windows 95, 2MB PCI SVGA video card, and Euro-style wireless infrared keyboard with integral pointing device. ($995) Panda Project, Inc., 1455 Crocker Ave., Hayward, CA 94544. 1-888-ROC-CITY. *www.rockcity.net* .

5GB Removable Hard Drive

This new 5GB EIDE 2.5" hard drive offers laptop users hard disk capacity on par with many of todays desktop systems. It is compatible with leading laptops including popular manufac tures as IBM, Compaq, Fujitsu, Hewlett-Packard, and NEC. The drives are designed for easy installation and are equipped with a connector and caddy that are identical to the proprietary designs of the these leading portables. Simple Technology bundles its drives with EZ Drive software, which offers backward compatibility of the new drive for older laptops. The bundled software also provides data mirroring. ($979.95) Simple Technology, Inc., 3001 Daimler St., Santa Ana, CA 92705. (714)476-1180. *www.simpletech.com* .



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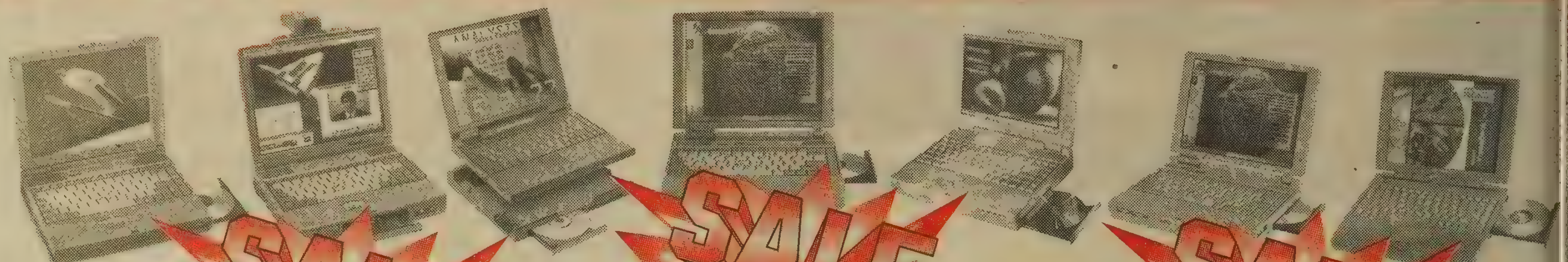

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Model	Processor	RAM	HD	Display	CD	MDM	Price
Libretto 50CT	P/75	16	772MB	6.1" TFT	Option	Option	**$ 699.00**
Libretto 70CT	P/120 mmx	16	1.58GB	6.1" TFT	Option	Option	**$1599.00**
Libretto 100CT	P/166 mmx	32	2GB	7.1" TFT	Option	Option	**$2349.00**
Satellite 305CDS	P/166 mmx	16	2.1GB	12.1" DSTN	16 X	56K	**$1399.00**
Satellite 315CDS	P/200 mmx	32	2.1GB	12.1" DSTN	16 X	56K	**$1599.00**
Satellite 315CDT	P/200 mmx	32	2.1GB	12.1" DSTN	16 X	56K	**$2199.00**
Satellite Pro 440CDX	P/133 mmx	16	1.3GB	12.1" Fast Scan	10 X	option	**$1399.00**
Satellite Pro 440CDT	P/133 mmx	16	1.3GB	12.1" TFT	10 X	33.6	**$1649.00**
Satellite Pro 460CDX	P/166 mmx	32	2GB	12.1" Fast Scan	10 X	33.6	**$1499.00**
Satellite Pro 470CDT	P/200 mmx	32	2GB	12.1" TFT	10 X	33.6	**$2499.00**
Satellite Pro 480CDT	P/233 mmx	32	3.8GB	12.1" TFT	10 X	33.6	**$2599.00**
Satellite Pro 490CDT	P/233	32	4GB	12.1" TFT	20 X	56K	**$3499.00**
Portege 300CT	P/133 mmx	32	1.5GB	10.4" TFT	Option	33.6	**$1699.00**
Portege 320CT	P/266 mmx	48	4GB	10.4" TFT	Option	56K	**$3299.00**
Portege 660CDT	P/150	16	1.3GB	11.3" TFT	10 X	28.8	**$1899.00**
Tecra 510CDT	P/133	16	2GB	12.1" TFT	10 X	28.8	**$1299.00**
Tecra 520CDT	P/166 mmx	32	3.8GB	12.1" TFT	10 X	33.6	**$2399.00**
Tecra 530CDT	P/166 mmx	32	2GB	12.1" TFT	10 X	33.6	**$2899.00**
Tecra 550CDT	P/266 mmx	32	3.8GB	12.1" TFT	20 X	56K	**$3799.00**
Tecra 730XCDT	P/150 mmx	16	2GB	12.1" TFT	10 X	28.8	**$1499.00**
Tecra 740CDT	P/166 mmx	16	2.8GB	13.3" TFT	10 X	28.8	**$2399.00**
Tecra 750CDM	P/233 mmx	32	4.8GB	13.3" TFT	20 X	56K	**$4899.00**
Tecra 750DVD	P/233 mmx	64	4.8GB	13.3" TFT	DVD	56K	**$5299.00**
Tecra 780CDM	P/266 mmx	64	5.1GB	13.3" TFT	20 X	56K	**$4999.00**
Tecra 780DVD	P/266 mmx	64	5.1GB	13.3" TFT	DVD	56K	**$5399.00**
Tecra 780CDM	P/266 mmx	64	8.1GB	13.3" TFT	20X	56K	**$5399.00**
Tecra 780DVD	P/266 mmx	64	8.1GB	13.3" TFT	DVD	56K	**$5799.00**

IBM

Model	Processor	RAM	HD	Display	CD	MDM	Price
ThinkPad 770	P/200 mmx	32	3.2GB	13.3" TFT	-	-	**Call**
ThinkPad 770	P/233 mmx	32	4GB	13.3" TFT	-	-	**Call**
ThinkPad 770	P/233 mmx	32	5.1GB	14.1" TFT	-	33.6	**Call**

COMPAQ

Model	Processor	RAM	HD	Display	CD	MDM	Price
Presario 1220	P/200Media GXmmx	32	2.1GB	12.1" HPA	20 X	56K	**$1699.00**
Presario 1610	P/150 mmx	16	1.4GB	12.1" DSTN	14 X	33.6	**$1599.00**
Presario 1620	P/150 mmx	16	2.1GB	12.1" DSTN	14 X	56K	**$1699.00**
Presario 1621	P/233AMD K-6mmx	32	2.1GB	12.1" HPA	20 X	56K	**$1899.00**
Presario 1622	P/233 mmx	32	3.2GB	12.1" HPA	20 X	56K	**$1999.00**
Presario 1681	P/233 mmx	48	3.2GB	12.1" TFT	20 X	56K	**$2599.00**

FUJITSU

Model	Processor	RAM	HD	Display	CD	MDM	Price
LifeBook 565Tx	P/166 mmx	32	2GB	12.1" TFT	20 X	33.6	**$2699.00**
LifeBook 585Tx	P/233 mmx	32	4GB	12.1" TFT	20 X	33.6	**$3299.00**
LifeBook 656Tx	P/150 mmx	16	2GB	12.1" TFT	16 X	33.6	**$2599.00**
LifeBook 735Dx	P/133 mmx	16	1.6GB	12.1" DSTN	20 X	56K	**$1299.00**
LifeBook 755Tx	P/150 mmx	32	2GB	12.1" TFT	20 X	56K	**$1899.00**
LifeBook 765Tx	P/166 mmx	32	3.2GB	12.1" TFT	20 X	56K	**$1999.00**
LifeBook 985Tx	P/233 mmx	32	5GB	13.3" TFT	20 X	56K	**$4799.00**

SONY

Model	Processor	RAM	HD	Display	CD	MDM	Price
705C	P/150 mmx	16	2.1GB	12.1" TFT	14 X	33.6	**$1799.00**
707C	P/166 mmx	32	2.1GB	12.1" XWGA	14 X	33.6	**$2399.00**
717C	P/200 mmx	32	2.1GB	12.1" TFT	14 X	33.6	**$2399.00**
719C	P/233 mmx	32	2.1GB	12.1" TFT	14 X	33.6	**$2899.00**
729C	P/266 mmx	32	4GB	12.1" TFT	24 X	33.6	**$3499.00**

HITACHI

Model	Processor	RAM	HD	Display	CD	MDM	Price
VisionBook Plus 5260	P/166 mmx	16	2.1GB	12.1" HPA	20 X	56K	**$1549.00**
VisionBook Plus 5280	P/233 mmx	32	3.2GB	12.1" HPA	20 X	56K	**$2099.00**
VisionBook Pro 7340	P/133 mmx	16	1.4GB	12.1" TFT	10 X	56K	**$1399.00**
VisionBook Pro 7360	P/166 mmx	32	2.1GB	12.1" TFT	10 X	56K	**$2099.00**
VisionBook Pro 7370	P/200 mmx	32	3.2GB	12.1" TFT	20 X	56K	**$2899.00**
VisionBook Pro 7560	P/166 mmx	32	3.0GB	13.3" TFT	10 X	56K	**$2399.00**
VisionBook Pro 7580	P/233 mmx	32	4.0GB	13.3" TFT	20 X	56K	**$3499.00**
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Web Software/Server Software

Real-time Page Management

Real-time Page Management (RPM) keeps Web sites up-to-date and accurate by placing authorship in the hands of those ultimately responsible for content, while extending new levels of centralized control to management. Access can be set to the entire Web site or limited to a designated portion. Authorized content providers make changes through secured password protected, encrypted access—via any existing email program. The RPM Information Management System tool set enables the establishment and enforcement of updating policy. RPM is extended throughout an organization by installing add-on software to either UNIX or NT servers. (Price is based on the number of servers utilized and the number of "virtual ports" created across the Web presence. $2490, each server includes the IMS management module, five virtual ports, and five PRMMail Editor packages. Additional virtual ports are available for a one-time licensing fee of $199 each in quantities under 100) Reedy Creek Technologies, LLC, 284 Reedy Creek Rd., Four Oaks, NC 27524. (919)934-6869. *www.reedycreek.com* .

Macintosh Hardware

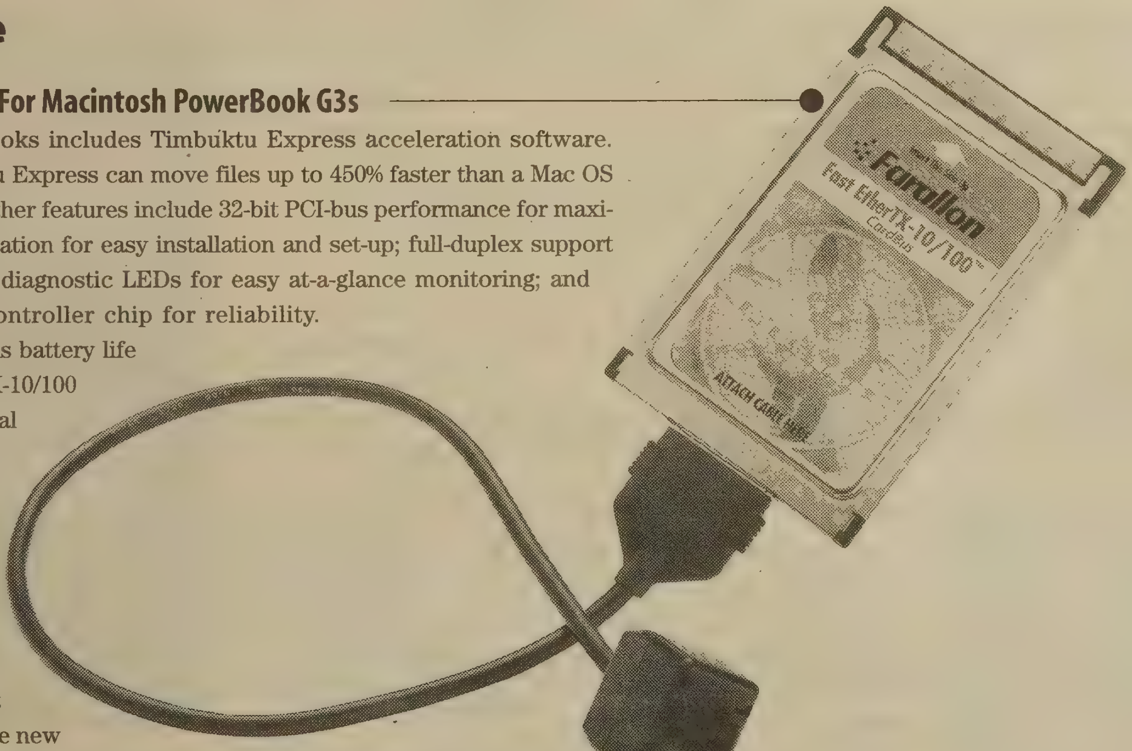
Smart Serial 6: T1 Edition

Ideal for PowerPC Macintosh servers, the T1 Edition combines a Smart Serial 6 high-speed serial communications card with specially developed HDLC line drivers and a synchronous PPP Communications Toolbox tool. This card includes four ports—of which, two support T1 rates. You can, for example, use one or both of the higher speed ports for Internet or intranet connections, while saving the other four ports for PPP dialup connectivity to FileMaker databases, or routing out onto the Internet. This enables Mac servers to match NT capability at lower cost. ($699) Keyspan, Inc., 3095 Richmond Pkwy., #207, Richmond, CA 94806 (510)222-0131. *www.keyspan.com* .

Networking Hardware

Fast EtherTX-10/100 CardBus Adapter For Macintosh PowerBook G3s

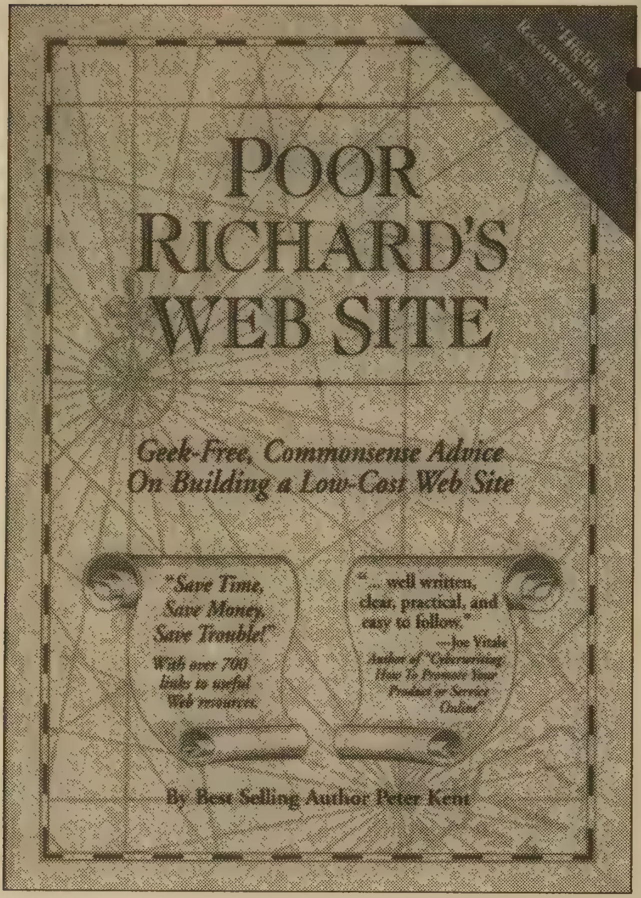
This Fast Ethernet solution for PowerBooks includes Timbuktu Express acceleration software. Optimized for large file transfers, Timbuktu Express can move files up to 450% faster than a Mac OS Finder Copy to an AppleShare IP Server. Other features include 32-bit PCI-bus performance for maximum throughput; NWay 10/100 auto-negotiation for easy installation and set-up; full-duplex support for network connections up to 200Mbps; diagnostic LEDs for easy at-a-glance monitoring; and high-performance DEC Fast Ethernet controller chip for reliability. Farallon's new CardBus technology extends battery life by consuming only 3.3v. The Fast EtherTX-10/100 CardBus Adapter comes with free technical support and a lifetime warranty. ($179.95) Farallon, a division of Netopia, Inc., 2470 Mariner Sq. Loop, Alameda, CA 94501. (510)814-5000. *www.farallon.com* .



100Base-TX PC Card

The 100Base-TX PC Card is a 10/100Mbps PC Card Ethernet adapter that gives fast network access for portable computers. The new adapter is abased on 32-bit CardBus technology and is designed for notebooks equipped with PCMCIA Type II CardBus slots. It complies with the IEEE 802.3 10Base-T and IEEE 802.U 100Base-TX standards. Distance support is 328-feet from hub to node. Features include a switchless design and software-configurable settings; swap card insertion and removable; 3.3v low power consumption; LED diagnostic and monitoring indicators; a 68-pin connector for attachment to a notebook's CardBus slot; and a 15-pin flat connector to media coupler. Driver support includes ODI, NDIS, NetWare 3.x and 4.x, Windows NT, 95, and 98. ($129) Billionton Corp., 20543 E. Walnut Dr., Walnut CA. 91789. (909)468-5500. *www.billionton.com* .

Books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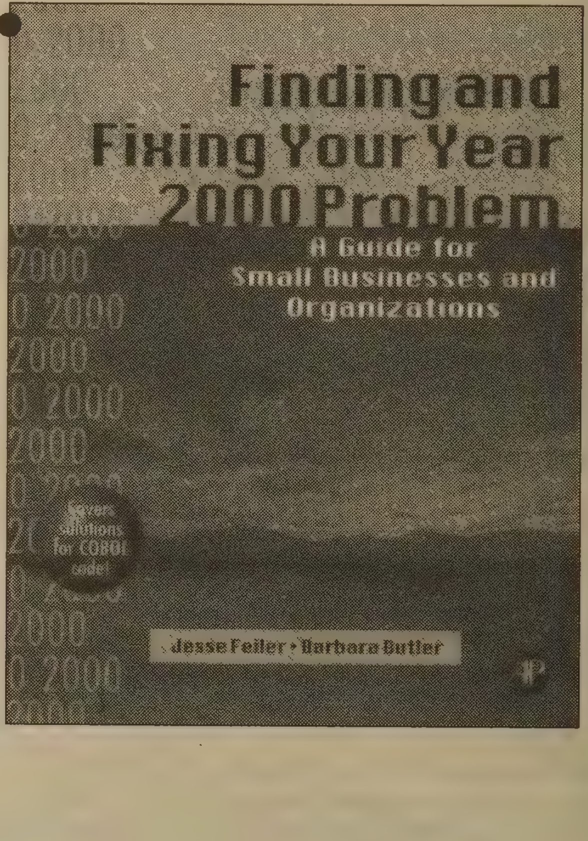
Year 2000 Readiness Kit

Developed by the Information Systems Audit and Control Association (ISACA), this booklet contains tools that will help raise awareness of potential problems within an organization and provides suggestions for enlisting support of executive management. It also includes a detailed checklist of key questions to address, a Year 2000 (Y2K) compliance assessment grid, and a related article reprinted from the *IS Audit & Control Journal's* special Y2K issue. The *Year 2000 Readiness Kit* is available free to IT audit and control professionals. ISACA, (847)590-7466. *jperry@isaca.org* .

Finding and Fixing Your Year 2000 Problem

In Finding and Fixing Your Year 2000 Problem: A Guide for Small Businesses and Organizations, authors Jesse Feiler and Barbara Butler address the specific needs of smaller businesses, agencies, and nonprofits who hope to avoid these problems—both in-house and vis-a-vis the larger institutions they work with. In this hands-on guide, business owners, IT professionals, and concerned staff are lead through the step-by-step process of finding and fixing incipient problems, as well as anticipating those areas beyond the organizations control that may cause problems. The book covers the fix for problems with personal computers, client/server systems, and mainframes, along with COBOL and C++ programs, as well as word processing and spreadsheet software, databases, environmental software, and communications systems. ($39.95) Academic Press Professional, 525 B St., Ste. 1900, San Diego, CA 92101. *www.apnet.com* .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A Guide for Small Businesses and Organizations
Jesse Feiler • Barbara Butler

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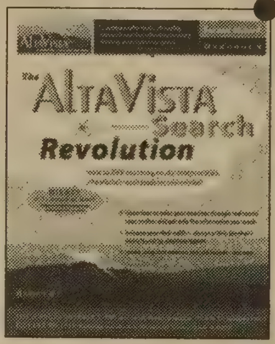
With a forward by AltaVista pioneer Louis Monier, the updated and fully revised second edition of *The AltaVista Search Revolution* provides readers with more extensive information than the first edition, including chapters on AltaVista's latest technology, added subject capabilities, and new business-user case studies that show real-world users of AltaVista Search. It also shows readers how to tailor Internet searches using methods that are ideal for library and academic use; master AltaVista's updated interface and content, and explore the latest features; get a Web site picked by AltaVista Search by using secret tips from Webmasters; and learn the history behind AltaVista Search. ($24.99) Osborne/McGraw-Hill, 2600 Tenth St., Berkeley, CA 94710. (510)549-6600. *www.osborne.com* .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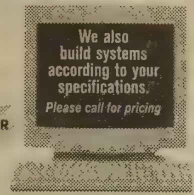
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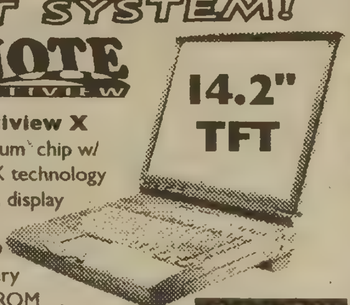

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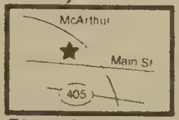

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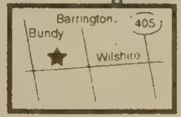

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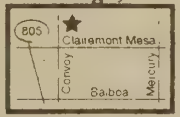

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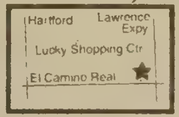

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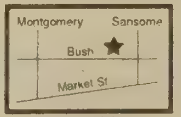

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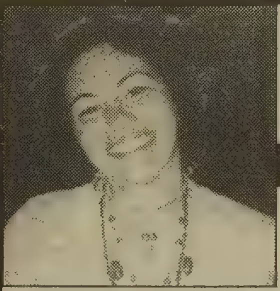

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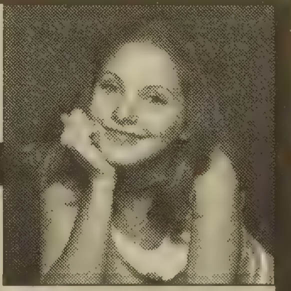

Gillian Beth Smithline

Date of Birth: 8/17/81
Missing From: Calabasas, CA
Eyes: Brown
Hair: Brown
Date Missing: 1/29/98
Missing Type: Runaway

Melissa Ann Barnum

Eyes: Green
Hair: Sandy
Missing From: San Ramon, CA
Date of Birth: 5/9/81
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Date Missing: 1/5/98

Product Reviews

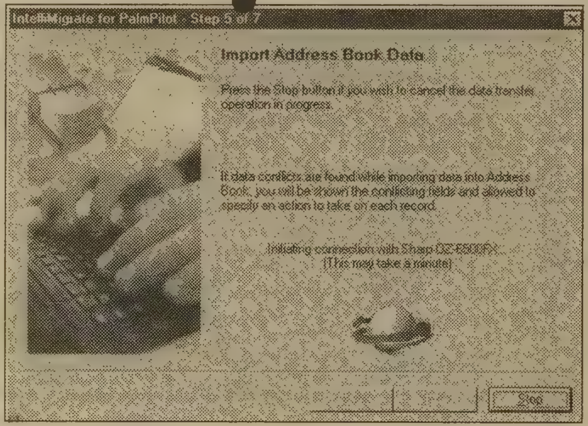
PalmPilot Software Review

Intellisync For PalmPilot
IntelliMigrate For PalmPilot

Published By: Puma Technology
List Price: Intellisync $69.95; IntelliMigrate $39.95
Reviewed By: Matthew Leeds

Keeping track of your data is a full-time job. Appointment lists, memos, to-do lists, phone lists, the lists are endless. Most of us make use of some kind of personal information manager or PIM. Many also make use of some kind of handheld device such as a PalmPilot, Wizard, or other electronic organizer. We may be required to use a group enabled PIM at work, but still want to keep our personal info on a handheld device. We may also over time shift from one PIM to another, or one device to another. We may have a desktop and a laptop, and need to keep all these various data sources and devices consistent and up-to-date.

Puma Technology is the premiere provider of software products for this purpose. They have honed the methodology, the technology, the interface, and most of all, the synchronization to a science. This is not just an export/import process; The Intelli series of products share Puma's knowledge base of the file and record structure of dozens of applications and products that allows for intelligent field mapping between applications, custom filtering of data, and complete control over conflict resolution during synchronization.



Import Address Book Data

Press the Stop button if you wish to cancel the data transfer operation in progress.

If data conflicts are found while importing data into Address Book, you will be shown the conflicting fields and allowed to specify an action to take on each record.

Initiating connection with Sharp OZ-[illegible]
(This may take a minute)

I've used Intellisync in the past with my ancient HP 200LX, now retired in favor of a PalmPilot. I tested IntelliMigrate, a product designed to facilitate the transferring of data from a variety of older PDAs to the PalmPilot. The concept sounded elegant: Hook the old PDA up to a serial port, extract the data, disconnect the old PDA, connect the PalmPilot to the serial port, and the data ends up in the PalmPilot in the right places. IntelliMigrate provides field-level mapping that insures that you get the data exactly where you want it. The first version I tried I wasn't happy with my customized HP phone database, but Puma solved that problem with an updated version. Check Puma's Web site for a list of supported PDAs (*www.pumatech.com*).

Intellisync for PalmPilot lets you use third party applications with your PalmPilot instead of the PalmPilot Desktop PIM. The list of supported applications includes Microsoft's Schedule+ and Outlook, Lotus' Organizer, Novell's GroupWise, and many others. Again, see the Web site for the current list. Once set up, it works with the HotSync button on your cradle and requires no user intervention.

Puma has just announced a product for synchronizing between a desktop and laptop computer, including file and directory syncing. This goes way beyond the simple functionality of the Briefcase. I've always been impressed with Puma's products, they combine an elegance of interface with a powerful execution of features. I highly recommend their products. (Puma Technology, Inc., 2550 N. First St., Ste. 500, San Jose CA 95131. 408/321-7650)

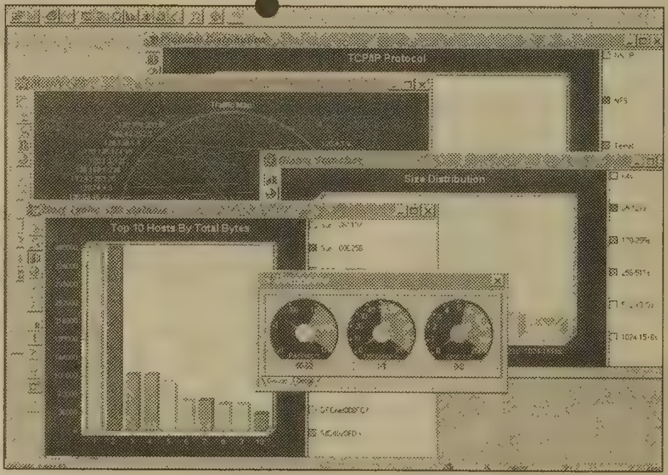
Windows Networking Software Review

SnifferBasic (formerly known as NetXRay 3.0)

Published By: Network Associates
List Price: $995
Reviewed By: Matthew Leeds

I have long been an advocate of having the right tools for a job. Trouble is, the job keeps changing, and you need to keep updating your tools. Very few cars still require you to check the spark plug gap or use a timing light. Now you need the computer interface tool to talk to the onboard diagnostics. So too is it with networks, continuity meters and TDRs are no longer enough. You need to see deeper into your network than just the wiring. For that you need a protocol analyzer.

Within the category, there are a great range of features and options. Do you just need to examine a standard 10Mbit Ethernet, or are you now dealing with full-duplex Ethernet, do you have FDDI, or have you moved on to Fast Ethernet? Does your network just contain TCP/IP traffic, or are you supporting Novell's IPX, Apple's EtherTalk, or Microsoft's NetBIOS and SMB? All of this and much more is easily handled by SnifferBasic. It offers such basic monitoring of network health as current utilization, errors and packets per second, peak and average traffic, and sorts by protocol. It can show trends, signal problems based on alarm thresholds, and check SNMP messages via traps. It can also be used to decode traffic on the wire, including network and application protocols. It will auto-discover MAC, IP, and DNS addresses, accept filters (address, conditional, and offset), generate test traffic, and let you walk through the layers of a packet decode.



If you are looking for a Windows-based (Win95/NT) network diagnostic tool, SnifferBasic is an excellent choice. You can quickly get up to speed in using it for basic monitoring, and the online help files will assist you in learning the intricacies of protocol analysis. As with any software-based protocol analyzer, check with the manufacturer for a current list of supported network interface cards, and make sure you understand which cards support all of the features of the software. (Network Associates, Inc., 2805 Bowers Ave., Santa Clara, CA 95051. 408/988-3832. *www.nai.com* .) ◆

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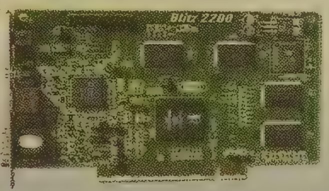

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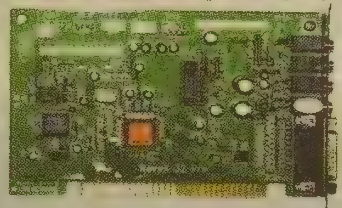

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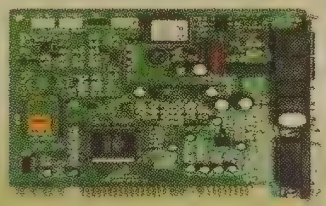

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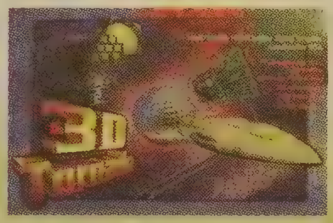

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History Is A Mess!

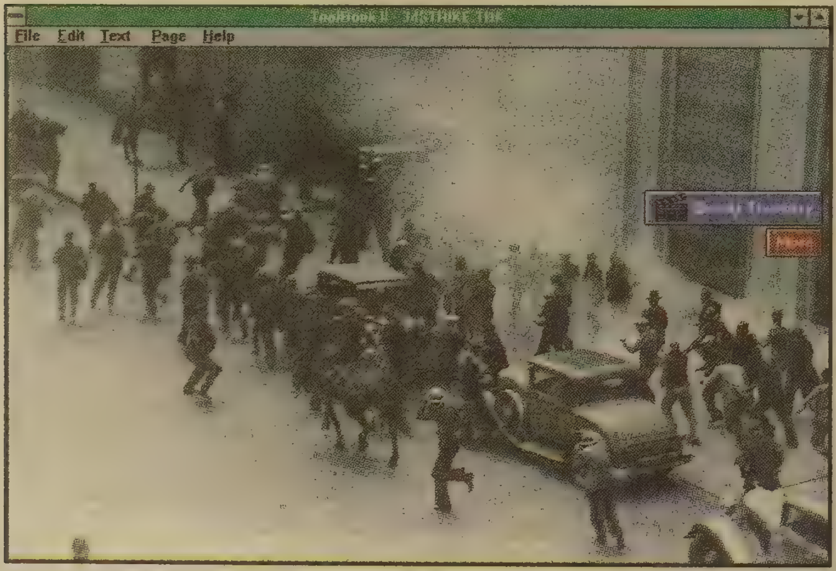
Shaping San Francisco With Non-Linear Storytelling

By Jonathar

Shaping San Francisco concentrates on the history of San Francisco that the Chamber of Commerce and other practitioners of the official romantification of San Francisco legend tend to ignore.

"If I knew I would have to spend $70,000 and four years of my life doing this, I never would have done it," Chris Carlsson reveals as he discusses his latest project, the *Shaping San Francisco* CD-ROM and community history kiosk.

We can be thankful that he didn't know what would be involved, because *Shaping San Francisco* is turning out to be a fascinating use of multimedia—both to foster community participation in historical research and to present the results of that research. It's also a valuable reminder of just how difficult and expensive it can be to design and produce quality content-driven, non-linear multimedia. The only reason *Shaping San Francisco* has cost as little as $70,000 is that almost all the labor—about 15,000 hours worth—was volunteer, while much of the difficulty was caused by the inadequate choice of software tools available in November 1994 when Carlsson had to decide what to use and what platform the project would appear on.



Over a hundred striking workers were wounded and two were killed on Bloody Thursday, July 5, 1934. Labor is just one aspect of San Francisco's history chronicled in the CD-ROM *Shaping San Francisco*.

In brief, *Shaping San Francisco* is a collection of photographs, writings, vintage film clips, newly recorded video interviews, and a variety of audio embellishments, both historically original and recreated, concerned with the history of San Francisco. It's built on a Paradox database, so it is designed to be readily searchable, with an Asymetrix Multimedia Toolbook front end.

Currently, it comes in two forms: a CD-ROM for individual home consumption and a kiosk version intended to be constantly updated and added to, which will be located in public places such as libraries, community centers, bookstores, or student union buildings. While it's not an income-producing "product," Carlsson emphasizes the social importance of the kiosk version as a tool to stimulate authentic interactivity, which he defines as "you and me talking, and anybody talking to anybody else, because there's the infinite possibilities that might exist between human-beings."

In addition to this digital work, there's an associated book, *Reclaiming San Francisco*, that provided some written material to the digital content but, more importantly conceptually, also provided "some fresh thinking, some fresh ideas, and some extra depth of content."

Alternative History

It's helpful, when attempting to grasp the intent of this invigorating approach to San Francisco's history, to have some understanding of Carlsson's own role in aspects of the city's recent history.

Simply put, he's a long-time creative agitator stimulating reaction to what William S. Burroughs called "the US drag." Along with his two primary comrades in the production of *Shaping San Francisco*, Jim Swanson and Greg Williamson, he was a founding member of the collective that produced, for thirteen years, *Processed World*, a 'zine-style look at the world of temp and corporate work from the underside. Along with Swanson, he was an original collaborator in starting Critical Mass, the monthly bicyclists' assertion of their vehicular rights against the domination of the automobile that has now spread to cities around the world.

Among his lesser known exploits are the Union Of Concerned Commies, a street theater group active in the Financial District in the early 1980s, and the Anti-Economy League of San Francisco, an attempt to warn the newly capitalist nations of eastern Europe about the rigors of the free market that lay before them in the early 1990s. He also worked for Community Memory, one of the first efforts to provide the personal computer business with a socially relevant role.

Given Carlsson's interests, it's probably not surprising that *Shaping San Francisco* concen-

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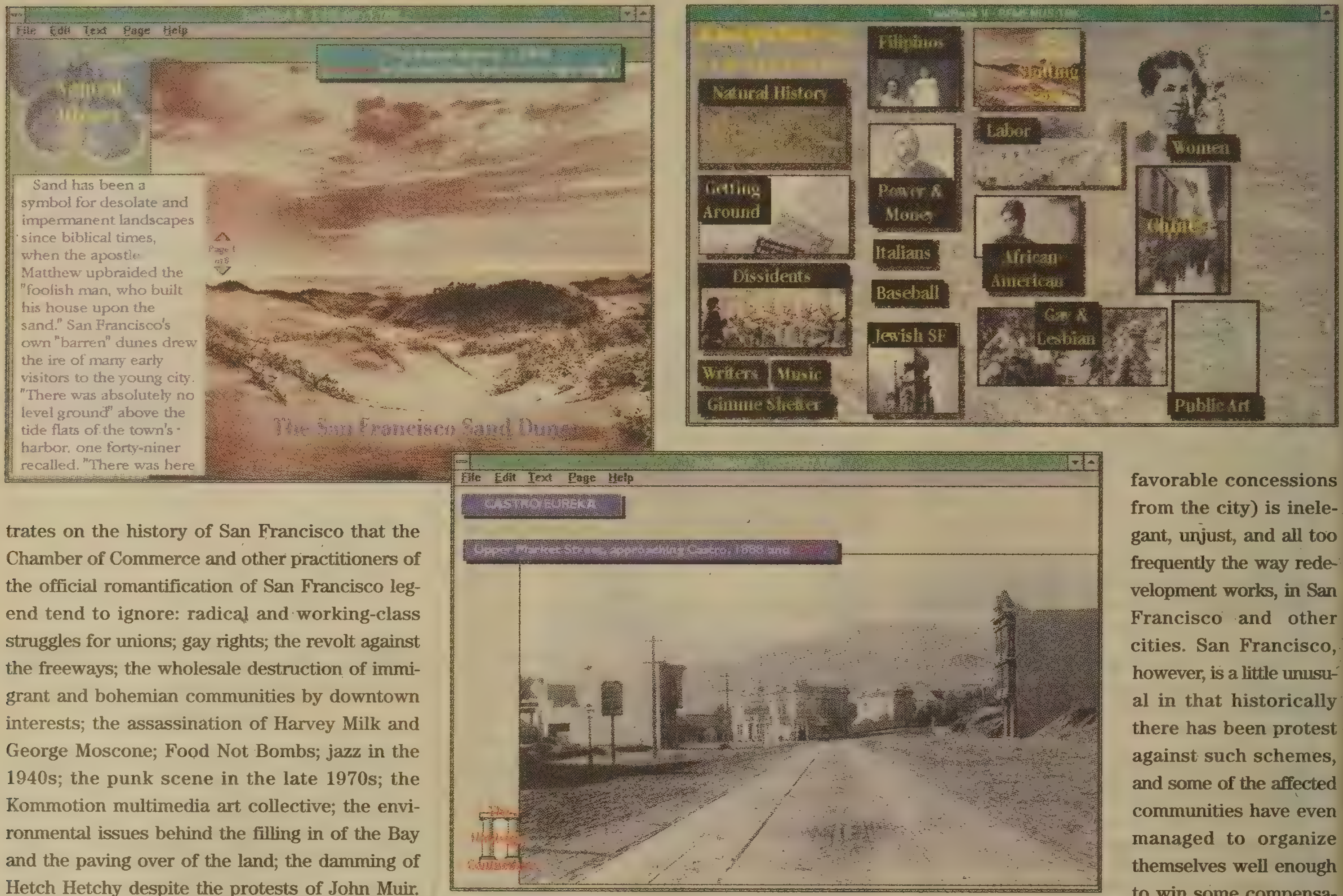


Sand has been a symbol for desolate and impermanent landscapes since biblical times, when the apostle Matthew upbraided the "foolish man, who built his house upon the sand." San Francisco's own "barren" dunes drew the ire of many early visitors to the young city. "There was absolutely no level ground" above the tide flats of the town's harbor, one forty-niner recalled. "There was here

***Shaping San Francisco*'s subject matter ranges from one waterfront to the other and crosses ethnic community lines. Photographs of turn-of-the-century landscapes and street scenes from all periods of San Francisco's past provide fascinating views of a quieter, less crowded time giving way to today's hustle and bustle.**

trates on the history of San Francisco that the Chamber of Commerce and other practitioners of the official romantification of San Francisco legend tend to ignore: radical and working-class struggles for unions; gay rights; the revolt against the freeways; the wholesale destruction of immigrant and bohemian communities by downtown interests; the assassination of Harvey Milk and George Moscone; Food Not Bombs; jazz in the 1940s; the punk scene in the late 1970s; the Kommotion multimedia art collective; the environmental issues behind the filling in of the Bay and the paving over of the land; the damming of Hetch Hetchy despite the protests of John Muir. It's a rich and vibrant history that was once a big part of San Francisco's allure.

Unfortunately, the knowledge of that history has been steadily eroded, not only by the usual passage of time and the arrival of a new generation, but by a deliberate effort of what's called civic pride. Not only has that knowledge faded but much of San Francisco's progress is in danger of being reversed; for example, there are new political pressure groups attempting to rebuild the freeway system, although only those freeways that lead to their neighborhoods, rather than constructing any within their own communities.

Politically, the US as a whole has become a corporate oligarchy fronting as a NIMBY bourgeois dictatorship. Once San Francisco stood against the mainstream political madness of the US. Among many other possible examples: the first protests against the House Un-American Activities Committee erupted here; San Francisco hosted some of the most vocal protests against the Gulf War; much of the environmental movement originated in the Bay Area. Of course, most of these demonstrations of public spirit came from the streets rather than from the civic elite.

Over the years under relentless economic pressure and internal political chicanery, San Francisco has sadly redeveloped itself into a town that is rapidly becoming just like any other town in the United States, dictated to by corporate concerns and full of retail chains, rather than the proudly individualistic city it once was.

Redevelopment Of Amnesia

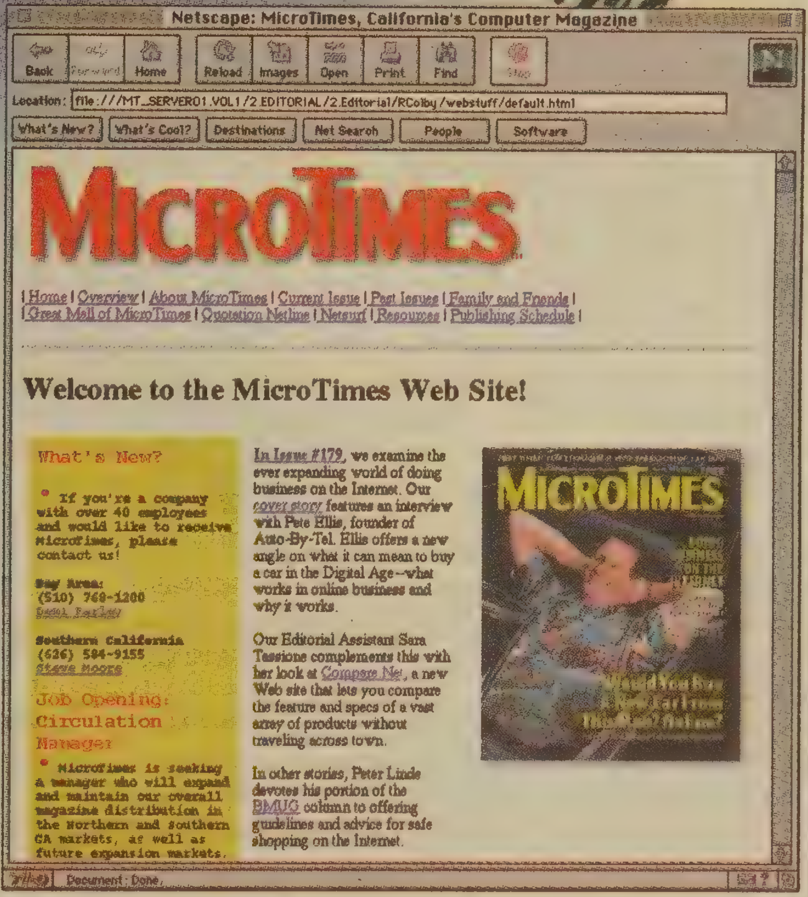
Of course, cities do get worn out and parts of them need to be replaced, just like corrupt politicians.

But it's not a good idea for such decisions to be dictated by purely big-business concerns. Uprooting thriving, but usually minority, communities and then leaving a big hole in the ground for years while corporate property developers find the money they need to finish the job (meanwhile extorting more favorable concessions from the city) is inelegant, unjust, and all too frequently the way redevelopment works, in San Francisco and other cities. San Francisco, however, is a little unusual in that historically there has been protest against such schemes, and some of the affected communities have even managed to organize themselves well enough to win some compensation for losing their homes.

This is part of the story that *Shaping San Francisco* tells, but Carlsson has more ambitions than simply relating a tale—albeit a tale that needs uncovering, even excavating, from the thick debris of official propaganda about the benefits of redevelopment and civic progress.

Carlsson readily admits that there's more than one side to the story, to almost any story. In fact, he feels that one of the great benefits of non-linear presentation of historical material, as made possible by digital interactive media, is that it produces a new way of making different viewpoints visible. He explains, "I think that there are certain types of topics that really lend themselves to the new form of non-linear media, and I suspect that social history is one of the best, because it is so boundary-less. Shared social history wants to be using this form because it doesn't privilege any one voice or any one narrative over any of the other ones. They all have more or less an equal importance.

"You, as the user or the reader, essentially give it a certain amount of importance as you make the



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choices that matter to you and you find out what you want to know. That's a kind of a flip of the normal narrative process, particularly in history which traditionally has been a grand narrative told by one authoritative voice who's got all the answers."

With *Shaping San Francisco* he hopes to combat what he calls the amnesia of our culture, "a culture that is very insistent on seeing everything in terms of the new and the now. The future is this kind of weird thing that's just informing the present all the time, but there's almost nothing of the past except in so far as it can be made into this heritage industry with these quaint little things that help you buy more stuff."

Carlsson believes that the non-linear architecture of *Shaping San Francisco* enables greater understanding of how a series of choices have produced the cityscape of today. He continues, "Our idea is that, 'No! Actually history is important, it is an artifact of the present. It is something that we do today to understand how we got like this.' But that's rarely how it's framed. So we're trying to reframe some of our fundamental consciousness so that we reconnect to the past that made the world that we live in today. Being able to do that is a complicated process. It's not like there's one way to do it or one answer or one particular frame of reference. Hence, this media form lends itself quite well to a sweeping portrayal of all sorts of different causal elements."

Becoming more specific, he elaborates, "The real question we're trying to ask here is, 'How did it get like this?' It's not like there's only one possible way for life to be, and yet that is what most of us assume." He then explains how our daily routines and need to take care of immediate survival, particulary economic, "really narrow our sense of the world around us and our own ability to take action in it."

Carlsson's aim is for *Shaping San Francisco* to help individuals "realize that there are all these moments of contestation, there's all these points of decision making, of choice." Part of his message is that in the past, generally up to about ten or fifteen years ago in the United States, that these decision points were usually faced collectively as opposed to individually. Carlsson takes particular aim at the invasion of the private automobile into public space and the subsequent loss of reliable public transport and the opportunities for face-to-face communication that it afforded, pointing out that this stimulated social and political action.

While the tide has turned against radical politics, he claims, "*Shaping San Francisco* is littered with those kind of examples about how this city got to be like this. If this thing works, it gets people to reconnect to sort of a self-conscious presentation of history as opposed to this 'objective history' that everybody accepts as factual. The more you look at history the less factual it seems."

The Shape Of Shaping San Francisco

Paging through *Shaping San Francisco* is an absorbing experience reminding one in a vivid and emotional way of what a particular and unique city San Francisco has been at times. Due to its content alone, it is one of the most impressive and continually intriguing CD-ROMs ever produced. It already contains a massive amount of historical information and, in combination with the kiosk version, is ever expanding. Future plans call for there to be periodic pressings of new "frozen" versions, probably on DVD rather than CD-ROM.

The downside of all this ambition, the low-budget volunteer method, and the restricted abilities of off-the-shelf software is that there are some loose ends and frankly raggedy production. The information architecture could use some shoring up, although the structure of the project eventually becomes more recognizable. Not everything is entered into the database correctly.

It is not yet a fully implemented tool for researching San Francisco's history, although that is one of its eventual aims. For now, it works in a more serendipitous way. Perhaps this is appropriate to its grassroots orientation (did street-level politics ever run smoothly?) and it's not entirely without charm in a sort of funky, retro way; but occasionally, such as when text is obscured by graphics, or locations of events are wrongly identified, its flaws get in the way of what it's trying to do. However, do not let that stop you from checking it out for yourself. *Shaping San Francisco* is truly a magnificent achievement and deserves support both from individuals and civic-minded organizations.

How To Shape San Francisco

Carlson not only knows that there is still work to do, he's planning for it, explaining, "What we really think is that we finally got to the beginning here. *Shaping San Francisco* is about making a delivery mechanism for people to tell their own stories. It was not about being a business, creating a commodity and selling it. That's just an unfortunate thing that we have to sort of pretend that we have to do.

"We hope it's the beginning of a new social process. Will other people actually feel inspired that this is a meaningful way for them to communicate their own sense of history and their sense of their own life's experiences through this mechanism to a larger public? That's a very curious question. It's a different media metaphor that no one's ever tried before.

"We have to find a new voice, a new style, a new form. That's what we were self-consciously groping for in *Shaping San Francisco*, a new way to communicate, a new way to share information and present things. Our political mission was how can we get radical politics into this stuff before it's completely prohibitively expensive and out of the question. I think we just barely scraped through because, as it is, it's too expensive for us."

In many ways *Shaping San Francisco* is an attempt to make good on some of the promises of multimedia that were so exciting five years ago. We all know that most of those promises have been ditched, at least temporarily, in favor of making Web sites to further corporations' marketing efforts. Well, everyone has to pay their bills. Obviously, what *Shaping San Francisco* needs is support from individuals, institutions, or even business interests with a conscience. Perhaps the City of San Francisco could find something in its budget to help in preserving a side of its history that is in danger of being lost—or is there only official history as we head into a new millenium?

To contact *Shaping San Francisco*, either with financial help or to discuss historical material that you wish preserved, write to: *Shaping San Francisco*, 1095 Market St., Ste. 210, San Francisco, CA 94103; call (415)625-2060; send email to *cloverleaf@shapingsf.org* ; or check the Web site at *www.shapingsf.org* . Equipment from manufacturers of multimedia projectors or laptops would be particularly welcome, and eventually touch screens for future kiosks will also be needed. *Shaping San Francisco* is a project of the Bay Area Center for Art & Technology, a California 501(c)3 nonprofit corporation. All donations are tax deductible.

The kiosk is currently on display at Modern Times Bookstore at 888 Valencia St., San Francisco. It will be at the Main Library on the sixth floor outside the History Room in late May through July. ◆

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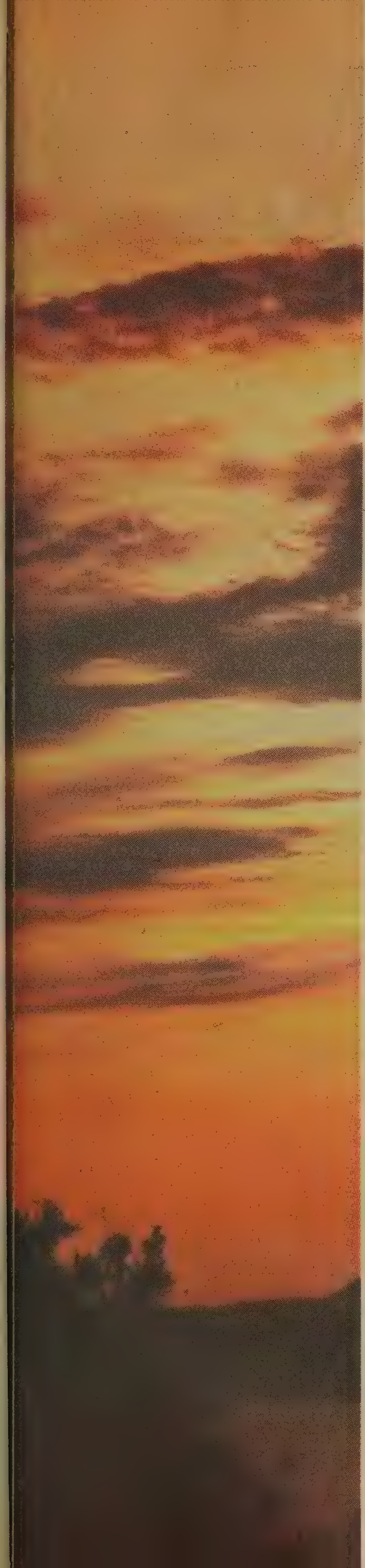

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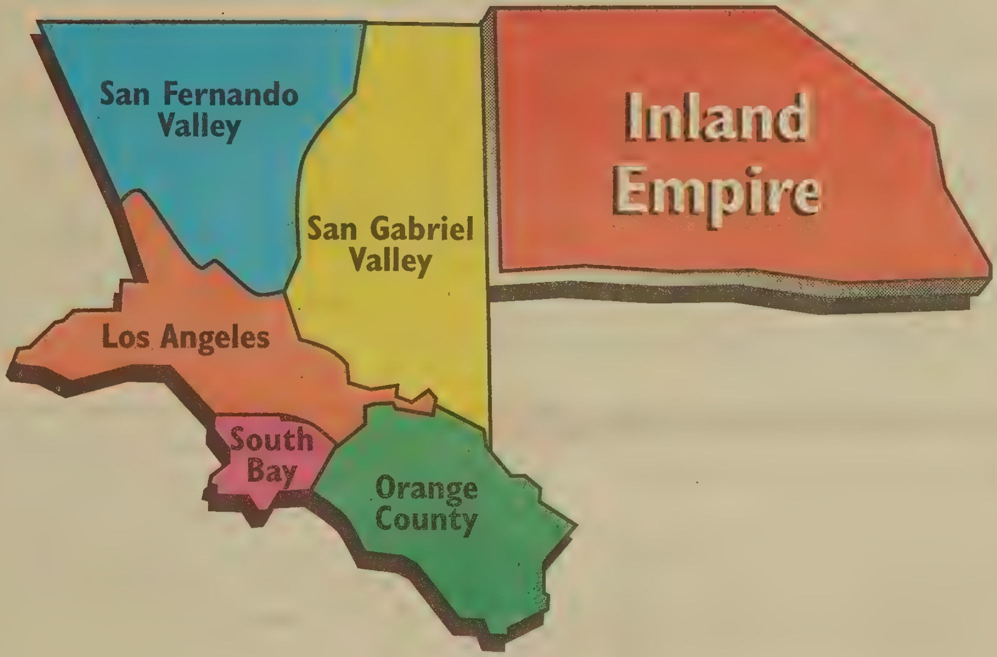
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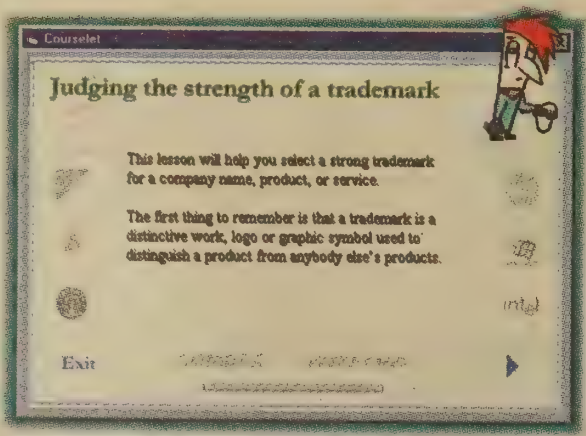
By Tony Reveaux

When you are stuck in the back row of a big lecture hall, you experience a new definition of the term "distance learning."



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Judging the strength of a trademark

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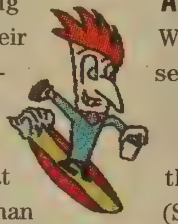
As the multicolored banners of e-commerce fill the electronic skies of the Web, what once was a speculative marketing gesture has now become one of the fastest-growing avenues of retail, wholesale, business-to-business, trade, and auction. Online education and computer-based training (CBT) are also beginning to expand in their offerings and to become more widely institutionalized. Against both of these new zones of interactivity, a common plaint is often heard; the nagging sense of loss at not being able to enjoy the one-on-one human contact of a knowledgeable clerk or an insightful tutor.



The real worlds of commerce and education have long slipped past those reliable role models. In post-megamall America, if you are lucky enough to find a clerk, it is usually a clueless teenager. When you are stuck in the back row of a big lecture hall, you experience a new definition of the term "distance learning."

Agents To The Rescue

The 24 hours-a-day, 7 days-a-week, 365 days-a-year user-driven-and-paced access is, and always will be, one of the prime advantages of the Web world over those of brick and wood. Yet, while Web page design and interactive interfaces are getting better all the time, much more needs to be done to make the gains on the Net more of a net gain.

Agents and avatars are opening up the Web for more accessible, productive, and humanized levels of interactivity. Avatars are usually understood as digital proxies for the user's presence on and in a site where there is an interactive area where you may exchange messages and actions with other users' avatars. Sometimes these sites can be in the form of articulated 3D spaces rendered in VRML (Virtual Reality Modeling Language).

Agents are automated programs or utilities that carry out specific tasks at specific times or when certain conditions are met. Most often agents are invisible wedges of code whizzing around underneath an application or database that help personalize responses to different users' queries and customize task-driven inputs.

Animated SAGES

With NetSage Corporation's demonstration, as seen at CNet's Web.Builder San Francisco conference in April, agents have reached a new level of maturity and visibility with their smart, animated-agent solutions (SAGES) for intelligent Web sites. Sages are personalized and adaptive, each with its own independent personality, serving as virtual tutors, guides, and counselors.

NetSage's system is targeted toward all audiences involved in the design, development, and use of online technologies, from Web developers to corporate trainers. The NetSage interface is designed for enhancing and streamlining online experiences.

J.B. Holston III, president, CEO, and director of NetSage, has worked in media with NBC, Ziff-Davis, and Yahoo! Europe. "What impressed me was the need in the market to rehumanize the Net," he said. "There's lots of data on that—58% of the folks surfing the Net for specific informational needs fail—and search isn't helping that. Academic research indicates that learners are much more likely to learn effectively with an animated interface."

These Sages, as highlighted in the demo and which can be seen on their Web page, are two-dimensional graphic caricatures. A developer can design Sages in any graphic style or branded identity that they may choose. You could encounter a Sage in the form of Bugs Bunny, Homer Simpson, or the Jolly Green Giant who is there to guide you through their Web site. The Sages move within a screen layer that is over the application and without affecting its operation. They can communicate with text—in dialogue balloons, digitized speech, or both. When users have downloaded and installed a Sage, if they

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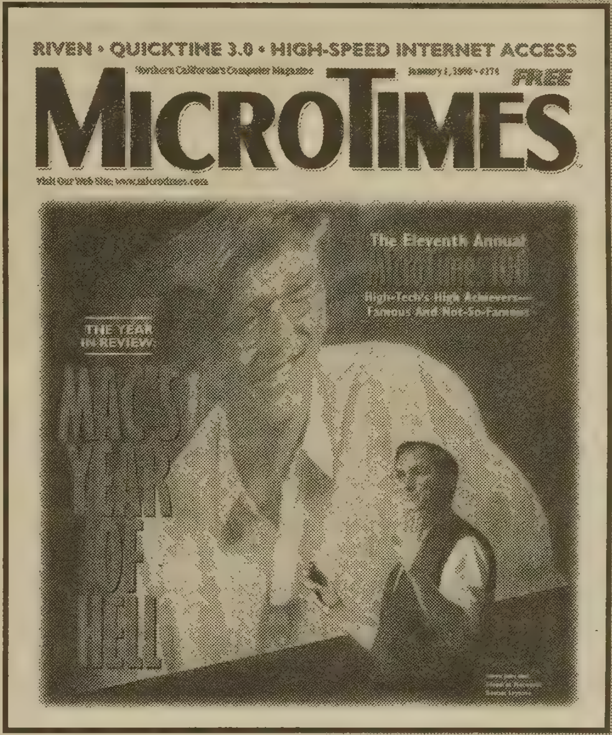
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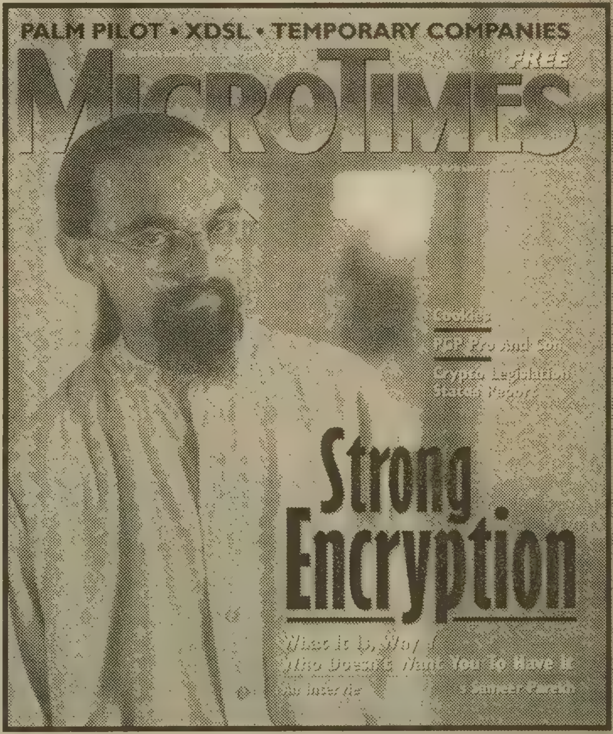
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enter a SageSite, or Sage-enabled site, the Sage will appear on the screen and follow through in the guiding or advisory routine that has been imbedded there.

"Sages speak now!," said Holston, "Each has its own text-to-speech engine. Over time voice recognition will become more important, but since our model is very end-user friendly, that technology needs to become somewhat more exact before Sages are ready for it. It's also currently an immense client app, and we haven't wanted to overweight the Sage client with too much size."

NetSage's patented SageTalk technology allows Sages to learn new skills and roles from Web sites, processing those capabilities with their growing knowledge of the user and to enhance his ability to utilize the application or the site productively. It is packaged as the NetSage family of Sage Solutions, a product line based on its Agent Based Instruction (ABI) technology. NetSage also offers Sage Consulting to aid customers in developing and implementing Sage Solutions and in creating branded Sages.

"Right now," said Holston, "We're offering our technology as complete solutions for e-commerce and Web-based learning sites. We'll leave a client with sufficient tools to manage the interface on their own. We believe that our model will move from custom to product over the next 12 to 18 months, as the market's understanding of the use of a personalized interface grows."

Virtual Helpers On The Web

The NetSage Site Development Kit provides several Virtual application models. Sages can be configured to be a variety of forms. Virtual Tutors, provide personalized and adaptive performance support and service to employees and students and interacting on-screen with assistance and help as tutors do in a human setting. As Virtual Guides, they can offer the user online information that is more targeted than traditional search tools, due to the knowledge it has learned about the user's individual likes and dislikes.

As Virtual Counselors, they can provide personalized support and services to employees on an intranet, and clients and customers over the extranet or Internet. Sages work behind the scenes to lead end-users to the correct solutions and interact on-screen in useful ways to aid end-users further in their efforts.

Said Holston, "We have an extensive and expanding object-oriented framework in Java for on-the-fly creation and deployment of skills, knowledge, and roles for Sages. There are an increasing number of assistive roles that humans

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used to provide which are being displaced by the Web's success at disintermediation. Reanimating those roles virtually are what Sages do. Their value is in increasing the number and percentage of computer users successfully achieving their informational and support goals over the Web. We believe that an end-user's personal Sage is essentially a channel—i.e. a persistent one-to-one relationship over that individual's lifetime use of any given site that has pretty profound potential for e-commerce and lifelong learning."

The NetSage site presents visitors with a comprehensive guide to the company and its services. It offers you the choice of reading a Shocked or a non-Shocked version, based on Macromedia's Shockwave enhancement plug-in. Likewise, if Sages catch on, you will encounter other sites that will offer Saged or non-Saged versions.

Better Design On The Web

The first Web pages were simple text with HTML layouts created by telecommunications professionals with few pretensions to artistic talent. As the Web grew and exploded and software design tools emerged, many graphic design professionals were drawn into the Net. There are hundreds of design shops that have transitioned from multimedia and CD-ROM production to Web site design. Now there is a new generation of Web designers who have come directly from digital technology without the background of art and craft of the previous professionals. Some of them are brilliant naturals. Many more could use some esthetic depth to their pixels.

> *There is a new generation of Web designers who have come directly from digital technology without the background of art and craft of the previous professionals. Some of them are brilliant naturals. Many more could use some esthetic depth to their pixels.*

Step-By-Step Electronic Design Techniques, edited by Talitha Harper of the magazine *Step-By-Step Graphics* (Peachpit Press, $39.95), can provide a wake-up call for what good digital design can be—and how to do it. Because it encompasses the whole range of digital design, and not just the Web, it offers that much more wisdom. Using top tools such as Photoshop, Illustrator, FreeHand, Painter, QuarkXPress, and PageMaker, a roster of some of the best designers working today contribute step-by-step examples of excellent design solutions. Controlling transparency, marbling, removing color casts, painting with metallic colors, collage, masking, turning images into texture—these are just some of the achievements here that can help you turn out spiffier URLs. ◆

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continued from page 146

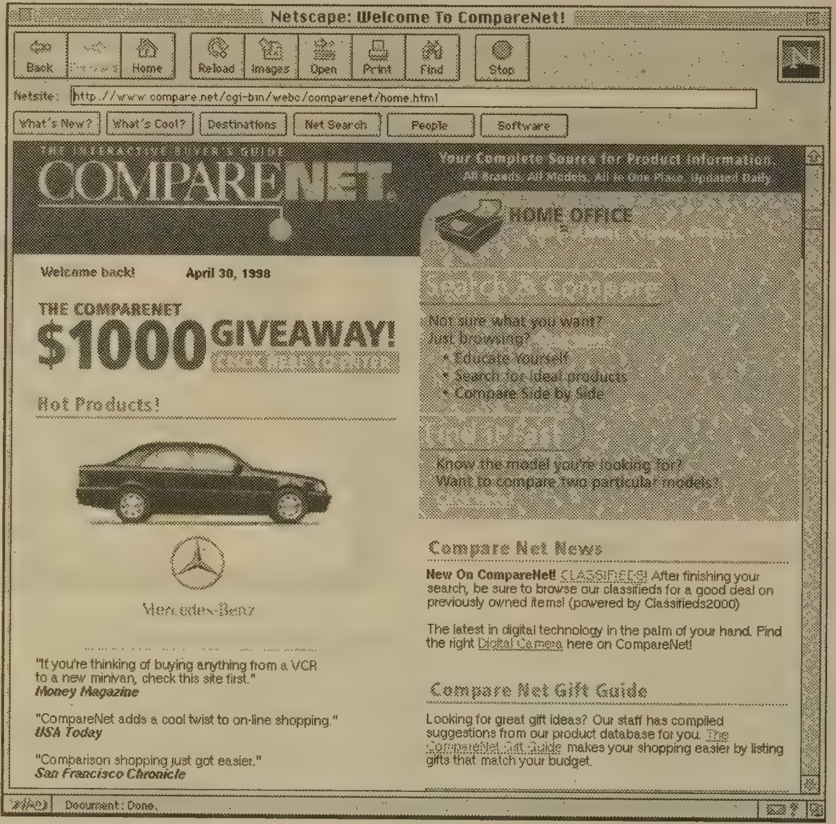
Traina explains, "It's kind of complicated because we have every single product on our site, regardless of whether the manufacturer ever pays us a dime. So a way to look at is that, with the advertorials that we do—which are really just 'click here for more information'—we only do that after people have searched and have requested the information, so we don't push it in peoples faces. It's almost like selling an expanded Yellow Pages ad. That's what we do."

Walk This Way

The whole walk-through process goes a little something like this: "Someone comes in the door, we show them a banner ad [which by the way they do not allow manufacturers to take out, due to the bias issue], they start searching, clicking on this and that [data-mining], and they choose a product. That's were the advertorials come in. If they want to get more information on a TV, they can see pictures and text, rather than just check marks. Next, when they're ready to buy, we recommend retailers like Auto-By-Tel and we get compensated. We quote list prices [the price the manufacturer sets]—so that it's apples to apples—and our retailers will then sell at a discount to that. In pretty much every category we have more than one retailer, so we're not favoring one or the other." I suppose you could say Compare.Net are like the very clever middle-men.

But what's this data-mining? That's sound like a privacy issue. According to Traina, they never, ever, ever give peoples names out to anyone else and when they do data-mining they do it totally anonymously. That's a good policy. No reason to shoot yourself in the foot. And the information gathered is very valuable to the manufacturers as you can only imagine. Having the insight on what people really want could decide the fate of many products. And so what about favoring a "member" manufacturer, rather than say, a non-member manufacturer. How does Compare.Net maintain its non-bias stance on that?

"We deal in 'price' and 'features,'" says Traina, "So it's objective information rather than subjective. We never take a bias, in our editorial or anything."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Money Magazine

"CompareNet adds a cool twist to on-line shopping."
USA Today

"Comparison shopping just got easier."
San Francisco Chronicle

Compare Net News

New On CompareNet! CLASSIFIEDS! After finishing your search, be sure to browse our classifieds for a good deal on previously owned items! (powered by Classifieds2000)

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Compare Net Gift Guide

Looking for great gift ideas? Our staff has compiled suggestions from our product database for you. The CompareNet Gift Guide makes your shopping easier by listing gifts that match your budget.

> "People work really hard here, but it's a great office environment because the people are all young, we have a softball team, we have beers on Fridays, it's really casual…you can wear whatever you want."

Give 'Em What They Want

Compare.Net places great importance on customer service. When I went browsing the sight a while back for a portable CD player and found none, I emailed the staff—a link that was very easy to find—and asked them if they had such a category. Someone from the administrative department responded right away letting me know that such a category did not exist as of yet, but that it would be a great idea.

"People send us email all the time wanting advice," comments Traina. He continues: "We have full-time people dedicated [to customer service], and actually we get a lot of our ideas from our users. Last month we had almost one and three-quarter of a million visits to our Web site. Our users feel really passionately about us because we are doing something that helps them. We even added breadmakers!" Traina explains, "We didn't think they were such a popular thing, but so many of our users were asking for them, we had to provide it to them.

"A lot of our users might be mothers and they don't have a lot of time to spend and so we save them from having to go to the mall with the kids. Another thing is with a lot of the guys, they don't want to admit that they don't know what Dolby Digital is or whatever... so we provide a safe forum to do their research too."

Talking 'Bout Their Generation

With the whole new world of e-commerce coming into play, businesses on the Internet are becoming a very viable way of making ones living. "One of the problems with the Internet [in the beginning] is that a lot of people just went out and did stuff because it was cool, which is great. But if you're running a business, you really have to understand what the market wants, and think carefully about how you can meet a market need and how you can meet it profitably.

"There were generation one and generation two Internet companies. The generation one companies had the really cool ideas but never really thought through the business-end of what they were doing. And generation two Internet companies thought, 'OK, is there a business here and if so, what is it? Where do we fit in?' And that's what we did."

So, it seems, the key to running a successful startup in Traina's case is actually four-fold. It's all about maintaining solid partnerships with other online services, manufactures, Web site users, and his own employees.

I figured that the best way to describe what Compare.Net was doing was sort of an online *Consumer Reports*, but Traina wanted to make it very clear that they were both very much not alike. "What they'll do is," Traina explains the difference, "once a year, [*Consumer Reports*] buy ten TV sets, and then they test them, and they'll heat them to 4000 degrees, and then they'll back their Volvos over them [*laughs*], and then they'll form a really strong opinion about them. What we do is, we'll show you all 800 TVs and we update our database every single day." ◆

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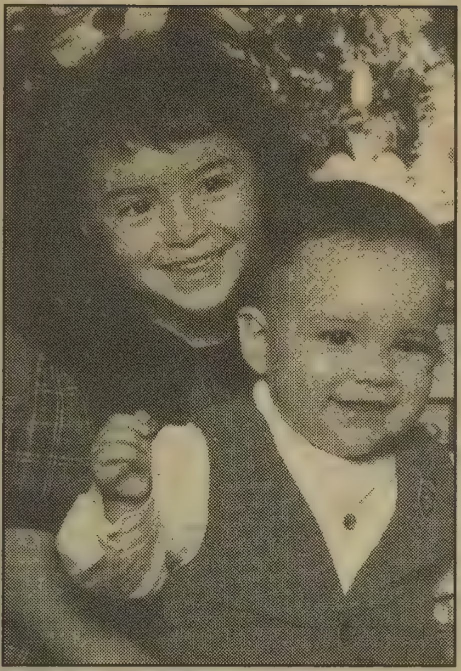

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Calendar of Events

May 30–31

Computer Fair

Fairplex Expo Complex, Pomona

Produced by National Productions, Inc., for over fourteen years, Computer Fair covers 100,000 square feet with over 300 exhibits featuring multimedia systems, notebook computers, software titles, modems, and other peripherals at discount pricing. Free prize giveaways every hour. Open 10–5 pm, admission for Reseda: $3, Pomona: $8, all others: $5. For more information, call 1-800-800-5600, *CMPlist@aol.com* , or *www.lacomputerfair.com* .

August 17–21

Software Development '98 East

Washington D.C.

Claiming to be the world's largest, independent developer event held in Washington D.C., the Software Development '98 East, will bring thousands of software developers and industry experts together to explore the technologies, select the tools and plan the strategies to create the next generation of software and applications. Some key events include:

- Technical Briefings: Top technical representatives of Sun Microsystems, Netscape, and Microsoft will present their technology roadmaps.
- Java Super Bowl: Top development teams and tools will work head-to-head to build real-time applications.
- Computer Telephony Developer Conference: Runs concurrently with SD '98 and will focus on the growing development of Virginia's telecommunications industry. For registration, visit the SD '98 Web site at *www.sd98.com* .

September 14–17

Telecommuting and Remote Access Conference and Exposition (TRACE)

Santa Clara Convention Center, Santa Clara

TRACE addresses the needs of managers in mid-to-large organizations charged with implementing, designing, building, and managing remote work programs that utilize remote access technology. In addition to exhibitors showcasing remote access technology, TRACE serves as a platform for executives to discuss logistical, human resource, management, strategic, and business issues related to telecommuting. 1-888-545-9800, or *www.trace-expo.com* .

Conferences, Shows, Special Events

May

May 17–19 Cyber-Trends 1998. Indianapolis, IN. Macmillan Publishing USA. Contact: *www.mcp.com/cybertrends* .

May 17–22 International Symposium, Seminar, and Exhibition (SID '98). Anaheim Convention Center, Anaheim. The Society for Information Display. Contact: (212)620-3380.

May 18–21 PC Tech Forum. Fairmont Hotel, San Jose. PC Magazine/Micro Design Resources. Contact: 1-800-527-0288, or *www.pcmag.com/pctechforum/* .

May 20–22 Forum For Hand-Held Computing In Healthcare. LA. World Market Strategies Ltd./PDA. Contact: *www.pda-expo.com* .

May 23–24 American Mega Computer Shows. Cashman Field Center, Las Vegas. American Mega Shows. Contact: (626)961-3782, or *www.megashow.com* .

May 24 MarketPro Computer Show & Sales. Scottish Rite Center, San Diego. MarketPro Shows. Contact: 1-800-708-7555, or *http://marketpro.com* .

May 27–30 Electronic Entertainment Expo (E3). GA. idsa. Contact: 1-800-315-1133, or *www.e3expo.com* .

May 30–31 MarketPro Computer Show & Sales. Ventura Fairgrounds, Ventura. MarketPro Shows. Contact: 1-800-708-7555, or *http://marketpro.com* .

May 30–31 Computer Fair. Fairplex Expo Center, Pomona. National Productions. Contact: 1-800-800-5600, *CMPlist@aol.com* , or *www.lacomputerfair.com* .

May 31 ACP Computer Swap Meet. Santa Ana. ACP Superstore. Contact: (714) 558-8813.

June

June 2–3 SENET Career Expo. Disneyland Hotel, Anaheim. SENET Career Expo. Contact: (626)336-8306, or *www.senetcareer.com* .

June 3–4 Networks Expo. NY. Miller Freeman/Network Expo Contact: *www.networksexpo.com* .

June 6–7 American Mega Computer Shows. Cal. State, Northridge. American Mega Shows. Contact: (626)961-3782, or *www.megashow.com* .

June 7 MarketPro Computer Show & Sales. Scottish Rite Center, San Diego. MarketPro Shows. Contact: 1-800-708-7555, or *http://marketpro.com* .

June 9 SENET Sales and Management Expo. San Diego Convention Center, San Diego. SENET Career Expo. Contact: (626)336-8306, or *www.senetcareer.com* .

June 9–10 SENET Career Expo. San Diego Convention Center, San Diego. SENET Career Expo. Contact: (626) 336-8306, or *www.senetcareer.com* .

June 14 MarketPro Computer Show & Sales. Antelope Valley Fairgrounds, Lancaster. MarketPro Shows. Contact: 1-800-708-7555, or *http://marketpro.com* .

June 15–18 WEB.X—New York. NY. Miller Freeman, Inc. Contact: *www.webdotx.com* .

June 16–18 PC Expo In New York. NY. Miller Freeman Group. Contact: 1-800-829-3976, or *www.pcexpo.com* .

June 16–18 The AS/400 Strategies Conference. Chicago, IL. DCI. Contact: (978)470-3880, or *www.dci.com* .

June 21 MarketPro Computer Show & Sales. Community Center, Oxnard. MarketPro Shows. Contact: 1-800-708-7555, or *http://marketpro.com* .

June 22–24 The Knowledge Management Conference. Boston, MA. DCI. Contact: (978)470-3880, or *www.dci.com* .

June 23–25 Windows NT Expo. Boston, MA. DCI. Contact: (978)470-3880, or *www.dci.com* .

June 23–25 Database And Client/Server World. Hynes Convention Center, Boston, MA. DCI. Contact: (978)470-3880, or *www.dci.com* .

June 24–26 Building Data Warehouses and Data Marts to Deliver Measurable Business Benefits. Dallas, TX. DCI. Contact: (978)470-3880, or *www.dci.com* .

June 25–27 Graphix East 98. PA. Graphic Arts Show Company, Inc. Contact: *www.gasc.org* .

June 27 MarketPro Computer Show & Sales. Fresno Fairgrounds, Fresno. MarketPro Shows. Contact: 1-800-708-7555, or *http://marketpro.com* .

June 28 MarketPro Computer Show & Sales. Scottish Rite Center, San Diego. MarketPro Shows. Contact: 1-800-708-7555, or *http://marketpro.com* .

July

July 7–9 MacWorld Expo. Jacob K. Javits Convention Center, NY. IDG. Contact: 1-800-645-EXPO, or *www.macworldexpo.com* .

July 11 MarketPro Computer Show & Sales. Kern County Fairgrounds, Bakersfield. MarketPro Shows. Contact: 1-800-708-7555, or *http://marketpro.com* .

July 12 MarketPro Computer Show & Sales. Antelope Valley Fairgrounds, Lancaster. MarketPro Shows. Contact: 1-800-708-7555, or *http://marketpro.com* .

July 21–23 Teen Power Interactive '98. San Francisco. iqpc. Contact: 1-800-882-8684, or *www.iqpc.com* .

July 28–30 Marketing Automation Conference and Expo. New York, NY. DCI. Contact: (978)470-3880, or *www.dci.com* .

August

August 3 SENET Sales and Management Expo. Disneyland Hotel, Anaheim. SENET Career Expo. Contact: (626)336-8306, or *www.senetcareer.com* .

August 3–4 SENET Career Expo. Disneyland Hotel, Anaheim. SENET Career Expo. Contact: (626)336-8306, or *www.senetcareer.com* .

August 14–15 Multi-Cultural Internet Conference and Expo. Los Angeles. Contact: *info@mcice.com* , or *www.mcice.com* .

August 17–18 SENET Career Expo. San Diego Convention Center, San Diego. SENET Career Expo. Contact: (626) 336-8306, or *www.senetcareer.com* .

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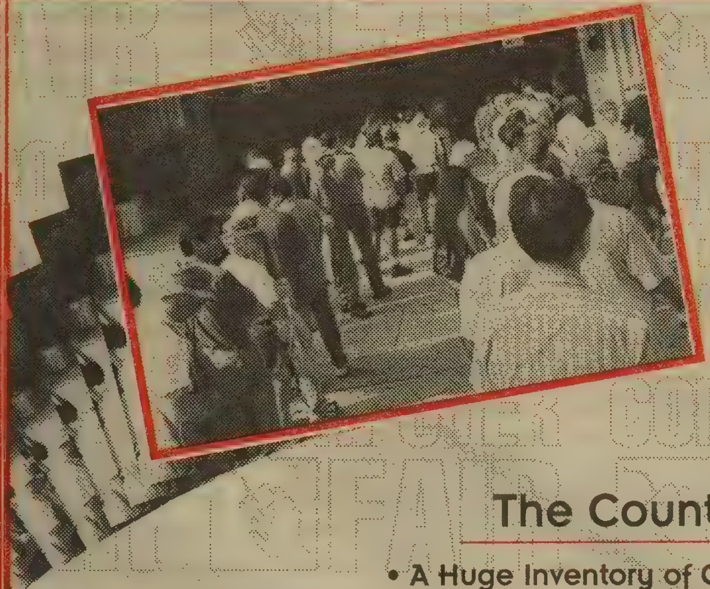

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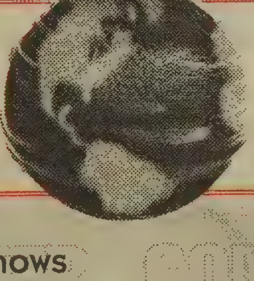

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September

September 1–3 eBusiness World. Boston, MA. DCI. Contact: (978)470-3880, or *www.dci.com/eBusiness*.

September 2–3 Internet Expo. MA. DCI. Contact: *www.dci.com/Internet*.

September 14–17 TRACE. Santa Clara. IDG. Contact: 1-888-545-9800, or *www.trace-expo.com*.

September 15–16 SENET Career Expo. Universal Hilton Hotel, Los Angeles. SENET Career Expo. Contact: (626)336-8306, or *www.senetcareer.com*.

September 24–25 Internet Expo. Toronto, ON. DCI. Contact: *www.dci.com/Internet*.

September 30–October 2 ComNet. San Francisco. IDG. Contact: 1-800-545-EXPO, or *www.comnetexpo.com*.

September 30–October 3 World PC Expo 98. Japan. Nikkei BP BizTech, Inc. Contact: *www.worldpcexpo.com*.

October

October 13–14 SENET Career Expo. Disneyland Hotel, Anaheim. SENET Career Expo. Contact: (626)336-8306, or *www.senetcareer.com*.

October 25–28 Graph Expo 98. IL. Graphic Arts Show Company, Inc. Contact: *www.gasc.org*.

October 26–29 IMET Conference. IL. IMET. Contact: 1-800-964-9665, or *www.imetcongress.com*.

November

November Internet Expo. IL. DCI. Contact: *www.dci.com/Internet*.

November 4–6 HR Technology Conference and Expo. Philadelphia, PA. Contact: *www.hrmsexpo.com/*.

November 5–6 SENET Career Expo. San Diego Convention Center, San Diego. SENET Career Expo. Contact: (626)336-8306, or *www.senetcareer.com*.

November 12–15 Sixth Foresight Conference on Molecular Nanotechnology. Santa Clara. Foresight Institute. Contact: (650)917-1122, or *www.foresight.org/conference/MNT6/*.

November 17–20 WEB.X-Florida. FL. Miller Freeman, Inc. Contact: *www.webdotx.com*.

Classes, Seminars, Workshops

May

May 17 Intro. to Windows 95. Long Beach. MegaByte Coffeehouse. Contact: (562) 986-6892.

May 19 Color Correction in Photoshop. Los Angeles. DPA Communication. Contact: 1-800-269-5742, or *www.colorweb.com*.

May 19 Safety-Critical Systems—Software Issues Seminar. Orlando, FL. Aonix. Contact: 1-800-971-6649, or *www.aonix.com/seminars*.

May 20 Windows NT Specialist. Irvine. CSULB. Contact: (562)985-8452, or *www.uces.csulb.edu/scitech*.

May 20 Safety-Critical Systems—Software Issues Seminar. St. Louis, MO. Aonix. Contact: 1-800-971-6649, or *www.aonix.com/seminars*.

May 20–21 Hands-On Intro to Photoshop. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com*.

May 21 Office Applications Support Specialist. Irvine. CSULB. Contact: (562)985-8452, or *www.uces.csulb.edu/scitech*.

May 21 Safety-Critical Systems—Software Issues Seminar. Seattle, WA. Aonix. Contact: 1-800-971-6649, or *www.aonix.com/seminars*.

May 23 Adobe Photoshop 4.0. Long Beach. MegaByte Coffeehouse. Contact: (562) 986-6892.

May 23 Intro to Web Page Design. Los Angeles. Hawthorne, AP Software Technology. Contact: (310)675-5180.

May 24 Internet Workshop for Beginners. Long Beach. MegaByte Coffeehouse. Contact: (562)986-6892.

May 27 Windows NT Specialist. Irvine. CSULB. Contact: (562)985-8452, or *www.uces.csulb.edu/scitech*.

May 27 Getting Started on the Internet. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com*.

May 27–28 Hands-On Inter-Adv Photoshop. Santa Monica. LAMG. Contact: (310) 319-1821, or *www.lamg.com*.

May 28 Office Applications Support Specialist. Irvine. CSULB. Contact: (562)985-8452 or *www.uces.csulb.edu/scitech*.

May 29–30 Hands-On Intro to Director. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com*.

May 30 Fundamentals of Web Site Production I: A Workshop. Los Angeles. UCLA Extension. Contact: (310)825-9064, or *www.unex.ucla.edu*.

May 30 Hands-On Intro to Director. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com*.

May 30 Beginning Mac. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com*.

May 30 Intro to Web Page Design. Los Angeles. Hawthorne, AP Software Technology. Contact: (310)675-5180.

June

June 1–3 Using Design Patterns, Frameworks, and CORBA to Develop Object-Oriented Communication Systems. Westwood. UCLA Extension. Contact: (310)825-9064, or *www.unex.ucla.edu*.

continued on page 210

4 Days of Computer Entertainment and Education for the Whole Family!

The **California Computer Expo** is THE computer event of the year. Designed for ALL computer users—from business people to parents to gamers—the Expo focuses on education and fun. With a **Seminar Passport** you can attend all Expo events and any seminars with an open seat (or **register by August 15th and receive seminar reservations**).

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140 Seminars

Some 1998 Seminar Highlights:

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Microsoft Corporation will present:

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UCSD Extension will be holding 3-Hour Seminars on the following topics:

- **"Choosing the Best Programming Language for Me"**
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- **"Business Computing Fundamentals",**
- **"Elements and Principles of Graphics" • "Web Publishing: HTML"**
- **"How the Internet Works" • "Building Your Own PC"**

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Win a complete Pentium II system on Friday, Saturday, or Sunday. Fill out your entry form at the following booths:

- Friday: **Coleman College**, booth 541
- Saturday: **Personal Computer Systems**, booth 331
- Sunday: **K-Online**, booths 1218, 1220, 1222, 1317, 1319, 1321

Student Essay Contest

Read the winning entries from students K-12, who submitted essays about "How Computers Help Me Learn." Sponsored by **SignOn San Diego**, booths 1314 and 1413.
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June 6 Photoshop Power. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com* .

June 6 Best Deals on the Internet. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com* .

June 6 Web Page Design–HTML Intermediate. Los Angeles. Hawthorne, AP Software Technology. Contact: (310)675-5180.

June 7 HTML Basic Web Designing. Long Beach. MegaByte Coffeehouse. Contact: (562)986-6892.

June 9 Real-Time Win32 and Java Seminar. Seattle, WA. Aonix. Contact: 1-800-971-6649, or *www.aonix.com/seminars* .

June 11 Hands-On Adv. Beginning Mac. Santa Monica. LAMG. Contact: (310) 319-1821, or *www.lamg.com* .

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June 11 Web Page Design–HTML Intermediate. Los Angeles. Hawthorne, AP Software Technology. Contact: (310)675-5180.

June 12 Hands-On Intro to Quark. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com* .

June 13 Oracle & Oracle Financials Class. Bellflower. Computer Resolutions. Contact: (562)804-0470, or *www.computer-resolutions.com* .

June 13 Fundamentals of Web Site Production II: A Workshop. Los Angeles. UCLA Extension. Contact: (310)825-9064, or *www.unex.ucla.edu* .

June 13 Windows for Mac Users. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com* .

June 13 Upgrading to System 8.1. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com* .

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June 16 Real-Time Win32 and Java Seminar. Boston, MA. Aonix. Contact: 1-800-971-6649, or *www.aonix.com/seminars* .

June 17 Before You Buy a Mac. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com* .

June 17–18 Hands-On Intro to Photoshop. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com* .

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June 19 Hands-On Intermediate Quark. Santa Monica. LAMG. Contact: (310) 319-1821, or *www.lamg.com* .

June 20 Fundamentals of Web Site Production II: A Workshop. Los Angeles. UCLA Extension. Contact: (310)825-9064, or *www.unex.ucla.edu* .

June 20 Hands-On Beyond HTML. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com* .

June 20 Intro to Web Page Design. Los Angeles. Hawthorne, AP Software Technology. Contact: (310)675-5180.

June 21 Intro. to Windows 95. Long Beach. MegaByte Coffeehouse. Contact: (562) 986-6892.

June 23 Hands-On Intro to AfterEffects. Santa Monica. LAMG. Contact: (310)319-1821, or *www.lamg.com* .

June 27 Adobe Photoshop 4.0. Long Beach. MegaByte Coffeehouse. Contact: (562) 986-6892.

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June 28 Internet Workshop for Beginners. Long Beach. MegaByte Coffeehouse. Contact: (562)986-6892.

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Coffee Break BBS. (310)425-5710, 320-5000; (714)670-6500, 572-8800, 537-4300, 262-1200; (626)961-1700, 447-6100, 797-6400, (909)865-7533. General interest, 20 lines, chat, MajorMud, TradeWars, files, email. Free trial. Ultimate caffeine buzz! Sysop: Coffee. [Exp. #182]

Eden Online. (714)548-1900, 620-5336, 472-9456, 528-7226, (562)421-2420, (310)352-4199, 838-1707, (626)336-9322, (909)637-1600; Telnet: *edenbbs.com* , *www.edenbbs.com* . 14,400–28,800. Southern California's hottest online social club. Games, chat, parties, contests, MajorMud, and more! 65 lines and full Internet! 2- week free trial. Sysop: Daniel Vesely. [Exp. #180]

Miller's Party Board. (213)569-9191, 727-0251; (310)815-0117, 212-3469; (562)425-7264, 929-4304; (626)577-5880, 961-2458; (714)220-0887, 537-4436; (818)240-8296, 769-2302, 882-0142; Telnet: *mpb.com* . 24 hrs., 28,800. Chat, games including MajorMud, TradeWars 2002, Crosswordz, full Internet access, forums, modem-to-modem gaming, live games, more. 7-day free trial. Sysop: Jack Stern. [Exp. #182]

213

OPAMP Technical Books BBS. (213)957-6915. 8-N-1, 24 hrs., 300–14,400. Computers, engineering, business, trades, 20,000+ titles listed. Sysop: "KC" Hunter. [Exp. #179]

310

Los Angeles Macintosh Group BBS. (310)451-LAMG. 8-N-1, 24 hrs. FirstClass, 16 lines. 40,000 calls/month. shareware, forums include DTP, multimedia, WWW, employment exchange, classifieds, more. [Exp. #182]

South Bay Apple Mac User Group BBS. (310)792-8083. FirstClass. Large library, multiple conferences, *www.sbamug.org* . [Exp. #180]

Upper Transylvania BBS. (310)515-6843, 515-7953, 515-7995, 515-1757, 768-3399. 24 hrs., 14,400. Christian, family-oriented, 20 active CD-ROMs updated regularly. Free. Sysop: Ron Hoffman. [Exp. #181]

562

Bushidokai BBS. (562)698-8719; *http://members.tripod.com/~eqcitybbs/Index.htm* . 8-N-1-ANSI/RIP, 24 hrs., 33,600. Subs, files, online games, multi-line/Networks, FREE access, WWIV v4.24a. Log on as "GUEST." Sysop: The Animal. [Exp. #182]

Telery. (562)494-0909, Telnet: *telery.com, www.telery.com* . Free access, chat, online casino, games, LORD, TradeWars 2002, trivia, free Internet email/homepage. Sysops: Cobra & LUS. [Exp. #181]

626

The Better Half BBS. (626)918-5757, 918-1719, 931-2432. 8-N-1, 24 hrs., 33,600. Free. Over 110,000 files online. Free access with first time call-back verifier. No fees whatsoever! Sysop: Ron Cohen. [Exp. #180]

714

Orange County Underground. (714)992-1196. 14,400+. Running NovaLink Pro. *NEW BBS,* So. Cal interests; Chat with locals, freebies, family fun, Midi files, MAC & PC files, Gray Market. Specializing in So. Cal. Download custom Mac interface or PC/ANSI. Supports all platforms. FREE! Donations welcome. Sysop: Doug. [Exp. #181]

The Abyss BBS. (714)848-9920. 8-N-1, 24 hrs., 300–33,600. WWIVnet, FidoNet echos, message bases, free file transfer section, online games, and more. No fee! Sysop: Byte [Exp. #181]

805

The BenchMaster's BBS. (805)473-9454 8-N-1, 24 hrs., Free. Files, messages and entertainment for the Amiga computer only! Oldest Amiga-only BBS in California. Lots of files the Aminet won't carry. Drop on by! [Exp. #179]

818

Earthquake City BBS. (818)368-3337, *http://members.tripod.com/~eqcitybbs/Index.htm* . 8-N-1, 24 hrs., 33,600. Free. All ages. Files, messages, games. Fee for Internet email, 1GB online. Sysop: Steven Libis. [Exp. #182]

User Groups

Amiga

Amiga–San Gabriel Valley (ATUG). Meetings: 3rd Sat., 11 am–4 pm, 1st Southern Baptist Church, 4856 No. Golden West Ave., Temple City. Contact: Steve, (626)285-6424. [Exp:#179]

Atari

ATESIG–Atari 8-Bit SIG. 145 Surf Pl., Seal Beach. Cooperative user group for model railroad applications. Contact: (562)430-5433, or *d.mcalliste2@genie.com* . [Exp:#183]

IBM And Compatibles

Greater South Bay PC Users Group. Meetings: 2nd Thurs., 7:30 pm, Torrance Recreation Center, behind Torrance main library. Contact: (310)373-3989, *rsh532@aol.com* , or *www.lafn.org/community/gsbug* . [Exp:#183]

Long Beach IBM PC And Compatibles Users Group. Meetings: 3rd Wed., 7:00 pm, Masonic Temple, 5155 E. Pacific Coast Hwy., Long Beach. We welcome the novice and the experienced. BBS, video library, newsletter, SIGs. Contact: Jim Wells, (310)439-7114. [Exp:#181]

Los Angeles Computer Society. Meetings: 3rd Tues., 7:00 pm, Robert Frost Auditorium, Culver City High School, 4401 Elenda St., Culver City. Door prizes, vendor presentations, product review, special interest groups, BBS w/Internet email. Contact: (310)471-2726, or *http://geocities.com/~lacspcug/* . [Exp:#181]

NOCCC (North Orange County Computer Club). Meetings: 1st Sun., 9:00 am, Chapman University, 333 N. Glassell Ave., Orange. Speakers on hardware/software/Internet, 25 SIGs, demonstrations, newsletter, helpline, raffles, consignment table, member benefits. Call: (714)998-8080, or *www.noccc.org* . [Exp:#183]

Orange County IBM PC Users Group. Meetings: 2nd Tues., 6:30 pm. Speakers, software, newsletter, BBS. Open to public, all welcome. Contact: (714)990-0580, or *orcopug@prodigy.com* . [Exp:#181]

Pasadena IBM Users Group. Meetings: 1st Wed., 7:00–9:30 pm, 2184 N. Lake Ave., Altadena. Speakers on hardware/software, demonstrations, SIGs, library, newsletter, and Web site. Call: Steve Bass, (626)791-1300, or *www.pibmug.org* . [Exp:#181]

Saddleback Valley PC Users Group. Meetings: 3rd Sat., 9:00 am, Saddleback College, 28000 Marguerite Pkwy., Rm. 205, Business and General Studies Bldg., Mission Viejo. Newsletter, question/answer period, demos, shareware software library. Beginners or experienced users are welcome. Contact: (714)582-4623, or *JeromeMan@aol.com* . [Exp:#181]

San Gabriel Valley Technology Users Group. Meetings: 2nd Fri., 7:00 pm, Arcadia Park Senior Citizen's Center, 405 S. Santa Anita Ave., Arcadia. Support for Tandy and IBM compatibles, newsletter, RAM session. Contact: Jack Nock, (626)578-0411, or *jack.nock@worldnet.att.net* . [Exp:#181]

Santa Clarita Valley PC Group. Meetings: 2nd Weds., 7:00 pm, Valencia Town Center Community Rm. Contact: (805)298-1680. [Exp:#179]

Santa Clarita Valley PC-Group. Meetings: 2nd Wed., 7:00 pm, Valencia Town Center Community Rm. Dedicated to P.C literacy. Come join us. Contact: (805)298-1680, *www.scvpcg.com* . [Exp:#183]

User Groups

Southern California Computer Society. Meetings: 4th Tues., 7:00 pm, Farmers & Merchants Bank, Rossmoor Mall, 12535 Seal Beach Blvd., Los Alamitos. For all interested in IBM and compatible computers; newsletter. $20/yr. Contact: Don Schmidt, (562)424-4634. [Exp:#184]

Thousand Oaks Personal Computer Club (TOPCC). Meetings: 4th Thurs., 7:30 pm, Goebel Senior Center, 1385 E. Janss Rd., Thousand Oaks. Programs are targeted at novice to expert levels of computer knowledge. Contact: Harry, (805)495-8325, or Eli, (805)496-8053. [Exp:#184]

Tug-Net. Meetings: Every Tues., 7:00 pm, Glendale Federal Bank, 7119 Topanga Canyon Blvd., Canoga Park. Ample parking. Contact: (818)249-1629, 884-9441, or *www.tugnet.org* . [Exp:#181]

Valley Computer Club (VCC). Meetings: 2nd Tues., 7:00 pm, Burbank YMCA, 321 E. Magnolia Blvd., Burbank (wheelchair access). Vendor presentations, SIGs, newsletter. All welcome. Contact: Grayce Hruda, (818)842-3707, *burvally@pacificnet.net* , or *www.pacificnet.net/~burvally* . [Exp:#182]

Internet

LA Webspinners. Meetings: 1st Sat., 10:00 am, 10800 West Pico Blvd., Corner of Overland Ave. at the Westside Pavillon Mall, Community Rm., 3rd Flr., Los Angeles. Contact: *www.la.iics.org* . [Exp:#182]

Visual Interdev User Group. Meetings: 3rd Mon., 7:00 pm, San Gabrial Valley Web site developing. Contact: (909)625-6202, or *cherokeeguy@juno.com* . [Exp:#182]

Macintosh

Champions Of The Mac Proletariat (CHOMP). Meetings: 4th Thurs., 7:00 pm. Bauer Forum, Claremont McKenna College, Claremont. Q&A, raffle of useful software, vendor presentations, exchange views, opinions, expertise. Contact: Al Seltzer, (909)626-7784, or *AlSeltzer@aol.com* ; or Mitch Cohen, (909)605-1000 ext. 11, or *www.chompmug.org* . [Exp:#184]

Los Angeles Macintosh Group (LAMG). Meetings: 4th Thurs., 7:30 pm, Call for location. Vendor presentations, raffle, 25+ SIGs, seminars, hands-on classes, BBS, monthly magazine. Guests welcome. Contact: (310)319-1821 or *www.lamg.org* . [Exp:#182]

South Bay Apple Mac User Group. Meetings: Last Wed., 7:30 pm, Knob Hill Community Center, 320 Knob Hill, Redondo Beach. Newsletter, PD library, demos, and software raffles. Contact: C.W. Mitchell, (310)644-3315. [Exp:#183]

West Orange County Mac User Group (WOCMUG). Meetings: last Tues., 7:00 pm, The "Friendliest Mac Club Around" features the latest news about Mac, Q&A, vendor presentations, demos, raffles, and a newsletter. Call: Lynn, (714)892-8910. [Exp:#182]

Whittier Area Macintosh User Group. Meetings: 2nd Sat., 9:30 am, CFF Church, 14322 Telegraph Rd., Whittier. Beginner to experienced. Q&A, demos, raffle, hot disk, SIGs, newsletter. Contact: (562)906-0059 or *www.geocities.com/SiliconValley/Pines/6042/* . [Exp:#181]

Miscellaneous

Glendora Seniors Computer Club. Meetings: 2nd and 4th Weds., 1:00 pm, Lefetra Senior Center, 133 E. Foothill Blvd., Glendora, CA 91741. IBM, presentations, SIGS, newsletter, library, Q&A period, all skill levels. Troubleshooting help. Contact: (626)914-0560, or *www.starquest.net/gscc* . [Exp:#184]

OCCUG (Orange Coast Corel Users Group). Meetings: 2nd Sat., 9:00 am, Huntington Beach Adult School, 1666 Tunstall Ln., Huntington Beach. Demos by a certified COREL instructor, newsletter, giveaways, guest experts, all welcome. Contact: Wayne Kaplan, (714)968-2509, or *www.wjkaplan.com/oc-cug* . [Exp:#181]

Performance Animation Society. Dedicated to the emerging field of 3-D Performance Animation, virtual theatre, digital puppeteering and motion capture, and 3-D character animation. Contact: Greg Panos (562)434-4436, or *www.PAsociety.org* . [Exp:#184]

The Video Toaster Group (TVTG). Meetings: 2nd Sat., 12:30 pm Los Angeles. The Pickwick Banquet Center, 1001 Riverside Dr., Burbank. Support for users of NewTek products, beginner to advanced. Demos, tutorials, help. Contact: Glenn (818) 240-0399, or email Dan at *janmoore@empirenet.com* . [Exp:#183]

Networking

Los Angeles NT Users Group—LANTUG. Meetings: 2nd Wed., To enhance users' knowledge of the operating system, its features and benefits. For more information, go to *www.lantug.org* . Contact: Bill Spaulding. *www.lantug.org* . [Exp:#183]

OCNET—Orange County NetWare Users Group. Meetings: 2nd Tues. 6:30 pm, Novell, 18101 Von Karmon, 5th Flr., Irvine. Specializes in Novell NetWare solutions. Contact: (714)250-4677 ext. 14, or *www.stcweb.com/ocnet/* .. [Exp:#182]

Orange County Linux Users Group (OCLUG). See Web site for location. Meetings are early in the month at a place, time and location given on our Web site. Supports Linux users in solving their hardware/software/networking problems. Contact: *Richard_Earhart@compuserve.com* , or *www.oclug.org* . [Exp:#183]

Orange County Network Gaming Group. Play multiplayer games on a LAN. Date/time/location to be announced. Contact: Neil, (714)840-9011, or *outlaw@linkline.com* . [Exp:#181]

Windows

Power Graphics User Network (PGUN). Meetings: last Tues., 7:30 pm, Glendale. Windows-based graphics and publishing applications (CorelDRAW, Ventura Publisher, Picture Publisher, Kai's PowerTools) and techniques for image editing, Web Design, 3-D, multimedia, etc. Contact: Randy Tobin, (818)955-5830, or *www.thetadata.com* . [Exp:#181]

VANTUG—Valley Area NT Users Group. Meetings: 2nd Tues., 6:30 pm, MicroAge, 8120 Balboa Blvd., Van Nuys. Beginner to advanced, presentations, Q&A, SIGs, excellent topics. Contact: Jim Webster (818)710-1800, *jweb@fishnet.net* , or *www.vantug.org* . [Exp:#179]

WINNERS—WINdows usERS. Meetings: 2nd Sat., 9:00 am, Orange Coast College, Science Bldg., Rm. #149, 2701 Fairview Rd., Costa Mesa. All Windows covered, industry speakers, tips and tricks. Software library, newsletter, Internet SIG. Everyone welcome. Contact: (714)644-5782, or *http://members.aol.com/ocwinners* . [Exp:#183]

Associations

AITP—California Southland Association of Information Technology Professionals. Meetings: 3rd Wed., 6:30 pm, Gateway Plaza Holiday Inn, 14299 Valley View, La Mirada (I-5 at Valley View exit). A professional association providing new technology, management topics, networking, and education to the Orange County/L.A. area. Contact: Cathy Grammer-Margolin, (714)647-1617 or 645-5950, *http://members.aol.com/calsoudpma* . [Exp:#179]

Independent Computer Consultants Association (ICCA). Meetings: 2nd Thurs., 6:00 pm, Sportsman 's Lodge, 12825 Ventura Blvd., Studio City. An organization promoting professionalism, expertise, and ethics in the provision of computer services and awareness of the availability of such services by independent professionals. (213)872-1811. [Exp:#179]

Internet Developers Association. Meetings: Last Tues., 7:00 pm, 21st Flr., 1999 Ave. of the Stars, Century City. Hook up with fellow Web developers and service providers. Free presentations at each meeting. Contact: Corinna Moebius, (310)397-8854. [Exp:#179]

Lightwave–LA. Lightwave 3-D artists looking for work? Register with Lightwave-LA, a FREE online database dedicated to connecting employers with graphic artists experienced with NewTek's Lightwave 3-D modeling and animation program. Visit the site at *http://home.earthlink.net/~ltfgroup/Lightwave-LA* . [Exp:#184]

Webmasters' Guild. Meetings: The country 's first professional association of Web masters is establishing an OC chapter. Contact: Sussette Blasa, *stblasa@earthlink.net* . [Exp:#179]

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I'm working on arranging a hands-on evaluation, so keep your eyes peeled for more information. I'm very curious what the real-world differences are between traditional cellular services and iDEN.

> **80% of the batteries that are thrown out can actually be reused.**

The Doctor Is In

With the exponentially growing proliferation of battery-powered devices and the special handling required to recycle NiCad batteries, I'm happy to report that there is a very cool new service available from a company called the Battery Doctor. They will revive a Ni-Cad battery, if possible, for a fee or recycle it for you at no charge, if it is not reviveable.

According to the company, 80% of the batteries that are thrown out can actually be reused. NiCad cells are apparently designed to last 2,000 to 3,000 charges; however, they can develop the "memory" effect in as little as 150 charges and most are replaced after only 300 charges!

The fee for a cordless power tool battery is only $7.50. Camcorder and cell phone batteries are $15 and laptop batteries are $25.

Getting it Write

Cross Pen Computing Group has introduced a combination PDA stylus and ink pen called the DigitalWriter DUO ($34.95). On one side it has a stylus tip featuring its "pen-on-paper feel." On the other end is a ballpoint pen. I've tried Cross pens and the difference is quite remarkable, compared to my PalmPilot's cheesy plastic stylus. (Note: The soon-to-be-released Palm III's stylus is suppose to be metal.) Although this is a nice feature—I can't tell you how many times someone has asked me for a pen and all I have is my PalmPilot—I'd be slightly worried that I might accidentally write on the PDA's screen with the pen side. (Heck, I've (unsuccessfully) attempted to write on a piece of paper with the plastic stylus, so I guess the odds are not totally against the reverse happening.)

Resources:

Motorola
1-800-353-2729
www.motorola.com/talkabout
www.motorola.com/iden

Nextel
www.nextel.com

The Battery Doctor
(209)474-6677
doctor@batterydoctor.com
http://batterydoctor.com

DigitalWriter DUO
Cross Pen Computing Group
1-800-510-9660
www.cross-pcg.com

Name Calling Halted

In my last installment, I reported that Palm Computing had filed a suit against Microsoft regarding their use of the term Palm PC to describe their new handheld Window CE units. Apparently the two sides have come to an agreement and Microsoft will now refer to their products as Palm-size PCs.

Well, that's if for now. My mailbox is beginning to fill up with information on lots of cool gadgets. So until next time, keep reaching for the stars and keep those batteries charged. ◆

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bmug

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unsubstantiated. I have to this date recorded a dozen independent assessments of various Macs as much slower Web clients than comparable Windows machines, most of them unsolicited and several from experienced Mac professionals who make their living with networked Macs. There is a problem, and it affects a key selling point for any computer in 1998. As much as all of us prefer Macs, we're going to have a hard time convincing our friends of their superiority if similar Windows machines browse the Web twice as fast.

Looking Ahead

Whatever the magnitude and causes of this problem, Apple has at least one fix in the pipeline: Rhapsody. Rhapsody is built around UNIX, and UNIX's networking and file I/O offer much better performance and stability than Mac OS or Windows 95. Rhapsody, however, is only part of the story in the near-term. Apple is also throwing substantial resources into developing the latest iteration of Mac OS (known variously as Allegro, 8.2, and 8.5) for release this summer. Allegro reportedly includes a substantial revision to Open Transport and may offer improved file management, but without a firmer grasp on both the nature of the problem and the upcoming changes, it is impossible to speculate on whether the millions of Mac OS customers to whom Apple presumably hopes to sell Allegro will see any improvement in their Web-browsing experience. As I write this column in April, we are still several weeks away from the World Wide Developer Conference, at which Apple has promised to explain much of its product plans for the next year. By the time you read this, those announcements should have been thoroughly worked over in the Mac-oriented press. The key for Mac users concerned about Web performance may be when and in what form they can expect either Rhapsody or new networking and file management architectures for Mac OS to appear. If Rhapsody 1.0 is a $200 product which won't run your productivity apps on your Mac and no one is talking about a leap in Mac OS performance with Allegro, that will not bode well for Mac OS Web surfers, which is to say a huge fraction of the user base.

> **Web browsing has become a basic function for today's computers. Are Macs really suffering from second-rate performance in this critical area, and if so, when can we expect a fix?**

Meanwhile, I will continue to try to nail down the underlying issues; any headway I make will appear in future columns. Feedback or leads are welcome at *MicroTimes_Column@bmug.org* .

Credits

Ron Hunsinger, Dan Meriwether, and Peter Linde gave critical feedback on early stages of this column. I would also like to express my gratitude to sources who cannot be named. Responsibility for any errors or technical oversights is mine alone. ◆

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bringing the office into the squad car

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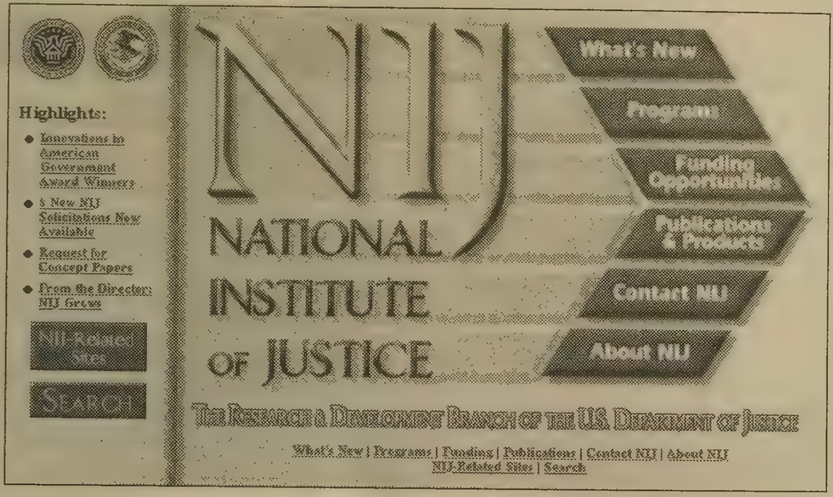
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Once the system is fully implemented, Nashville's officers will be able to wirelessly submit on-the-spot reports, write traffic citations and access databases of gang members or other felons.

throughout the area while still providing connectionless network access. GTE Wireless is Largo's CDPD provider. The Newton's also have full Internet access and file management capabilities that allow officers to create reports anywhere at anytime. If necessary the PDA's allow the officers the flexibility to start a report on their handheld and finish on their computers at the station.

Initially, Largo considered using laptops for the project. However, last year Largo tested the laptops for two months. After the trial, the department decided that laptops were not the best solution. According to Steve LoRicco, Interim Technology Manager for the Largo Police Department, they chose PDA's over laptops for three reasons. The first was price, handheld computers cost hundreds of dollars less than a ruggedized laptop. The PDA's also required less administration and user support. In addition, these devices allow for the bulk of the officers' data processing to be done on city or police agency's computer networks. Even the many reports that Largo's officers must complete are housed on the department's computer network.

Before settling on the Apple Newton, Largo's MIS staff researched a number of PDA devices, eventually purchasing and testing their top four choices. They installed their software on two Windows CE palmtops and two Apple Newtons. After filed tests, they decided to use the Apple Newton as their development platform. They currently are using two versions of the Newton, the eMate 300XLs are mounted in the squad cars and its investigators carry the MessagePad 2000s.

Prolifics

The Largo MIS department chose Prolifics Development Tool software to create the applications for its PDA's. Prolifics gives Largo the ability to write one set of source code and then deploy it on a number of platforms. This ensures that Largo is not locked into a proprietary technology. This may come in handy sooner than Largo had expected. Apple has recently announced that they will no longer support the Newton platform. While the cancellation of a primary development platform would have given most IS mangers Excedrin headache number 55, Kevin Dulaney, Largo's MIS Manager isn't worried. With Prolifics, he knows that his software will easily port to a Windows CE handheld. In fact, he has already tested it on a number of models.

Another advantage of the software is that it easily lends itself to Rapid Application Development (RAD). After early user training sessions, some of Largo's officers suggested improvements to Version 1 of the software. The MIS department got to work and Version 2 was completed in less than a day.

Other NIJ Grants

Largo's PDA trial is funded by a grant from the National Institute of Justice (NIJ), the research arm of the U.S. Department of Justice. Along with a wide variety of other activities, the NIJ is tasked with developing new technologies to fight crime. It also provides funding for research and development projects that strengthen the criminal justice system. The institute has funded a number of projects similar to Largo's.

Among these is a project underway at the Metropolitan Nashville Police Department. It also received a grant from the National Institute of Justice and is giving PDA's to its officers. While Nashville's project is very similar to Largo's, it has a number of unique aspects.

Once the system is fully implemented, Nashville's officers will be able to wirelessly submit on-the-spot reports, write traffic citations and access databases of gang members or other felons. Officers conducting suspect interviews will also be able to wirelessly check references and police photos. Like Largo's the PDA communications are encrypted to ensure that the information is secure. Officers will also have the ability to send electronic messages. Another feature of Nashville's wireless system is the ability to digitally record witness and suspect statements on the "PolicePad." The system will also provide officers with reliable access to records and information sharing without degrading their safety or performance. In addition, officers in difficult situations, that may be unable to openly communicate, can be automatically tracked with an installed Global Positioning System (GPS) module.

Conclusion

When most people think of a typical Personal Data Assistant (PDA) or handheld computer user, they envision a busy executive electronically planning their day or maybe a gadget collector that wants a high tech tip calculator. However, the City of Largo is working hard to change that image. While the Largo Police Department has not reached the Dick Tracy stage in personal communications, its new PDA's will allow officers to respond to calls more quickly and arrive on the scene better informed. Hopefully all of this work will pay dividends in saved lives and safer streets. ◆

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Resources:

AirLink Communications
www.airlink.com/

Apple Computer
www.apple.com/

The City of Largo
www.largo.com/

GTE Corporation
www.gte.com/

The Nashville Metropolitan Police Department
www.nashville.net/~police/

The National Institute of Justice
www.ojp.usdoj.gov/nij/

Prolifics Development Tools
www.prolifics.com/

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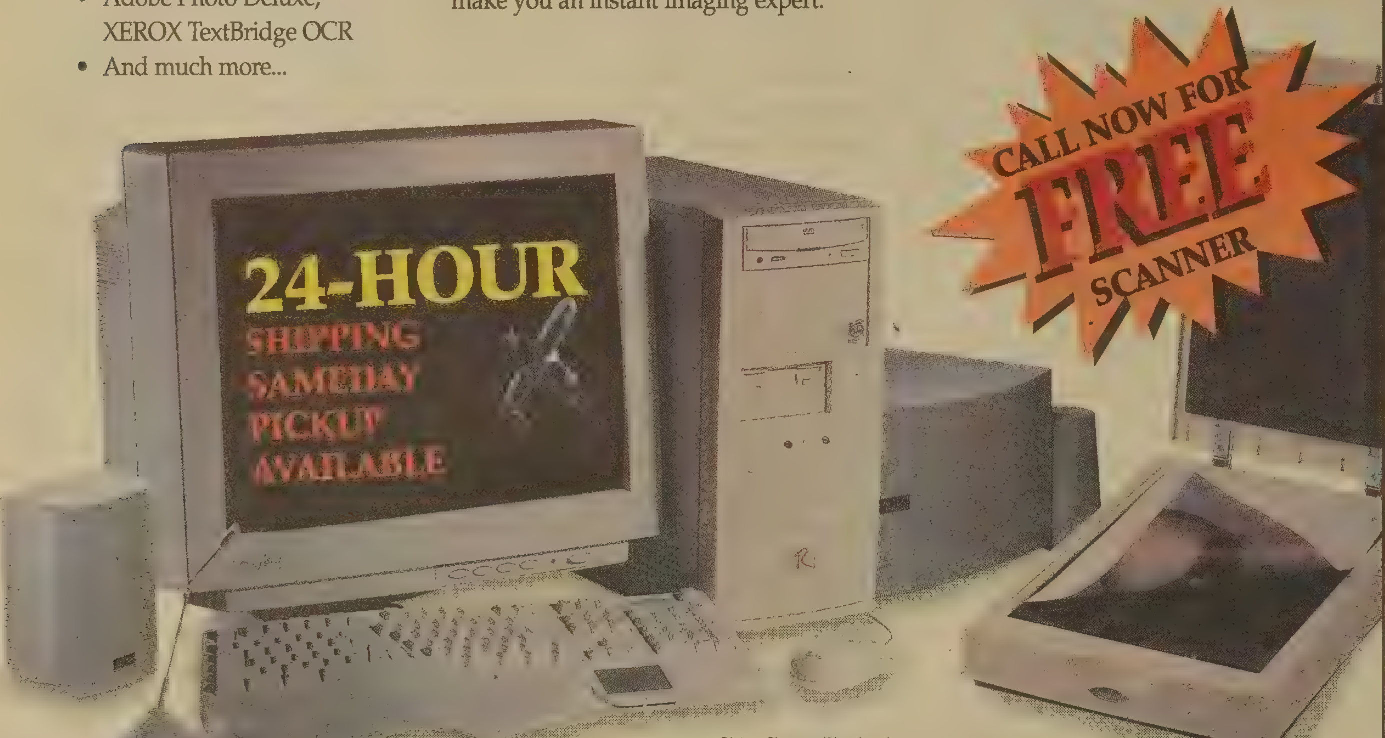

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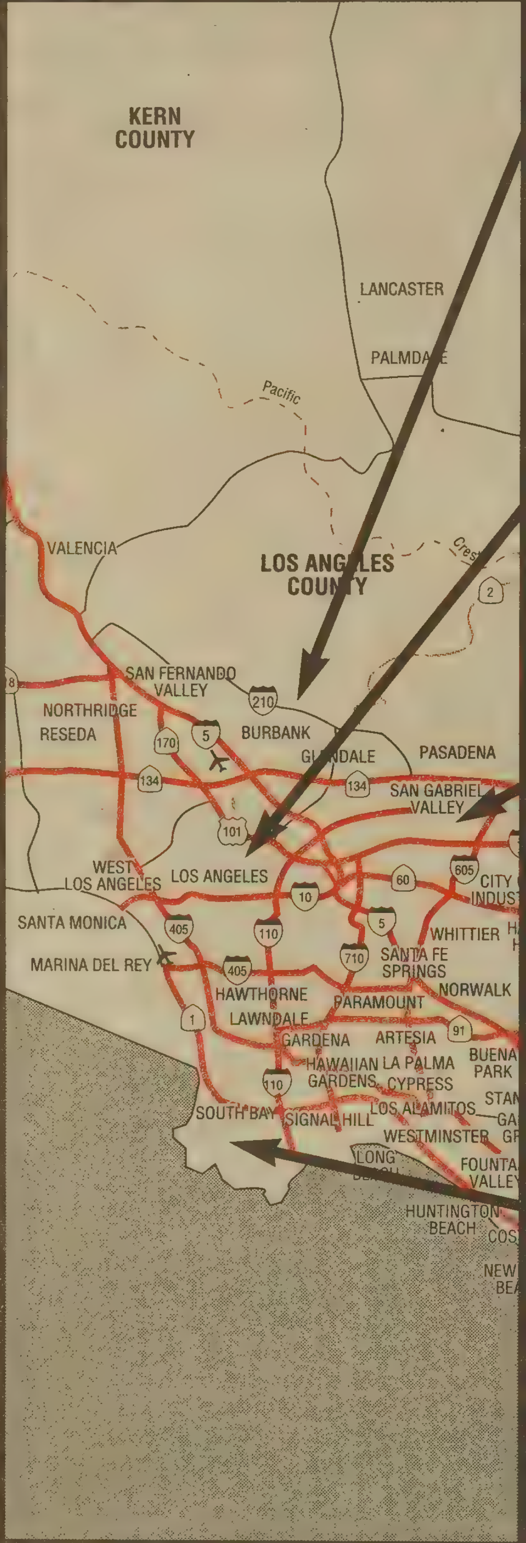
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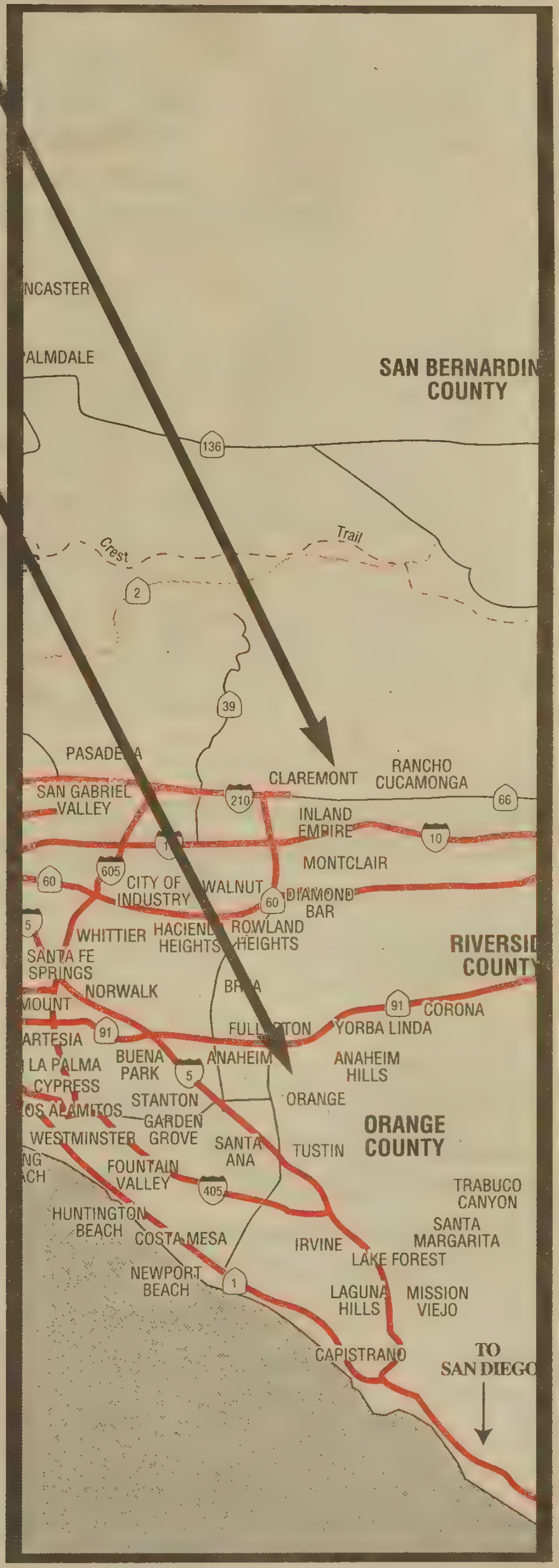
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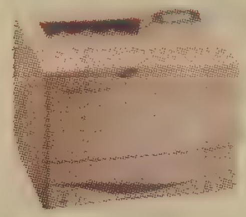

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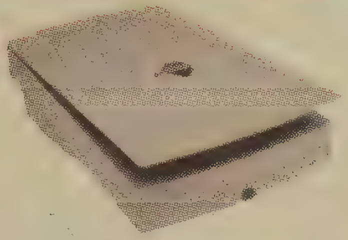

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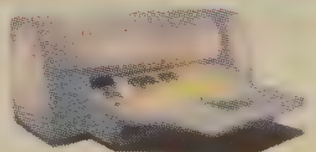

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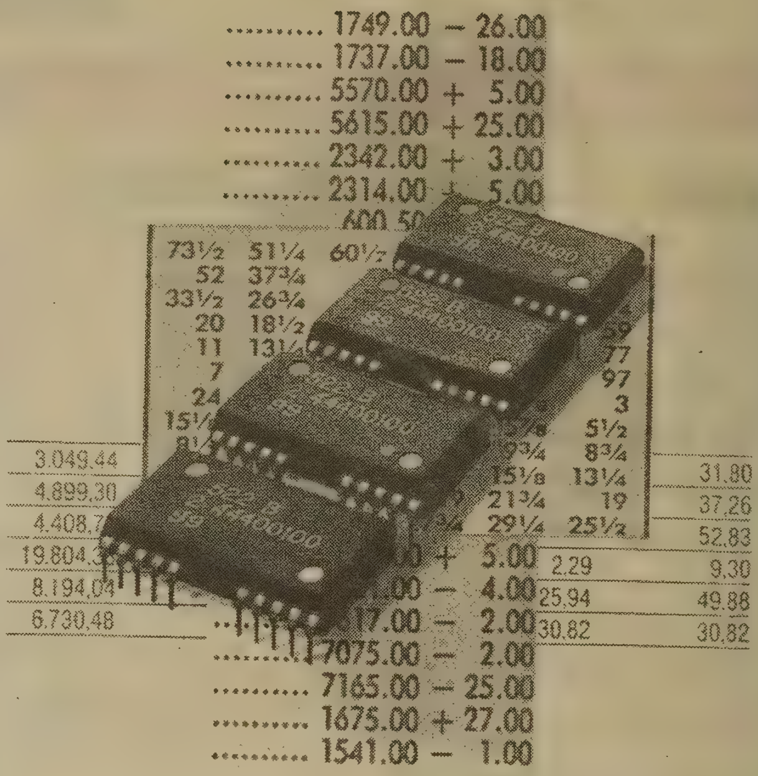

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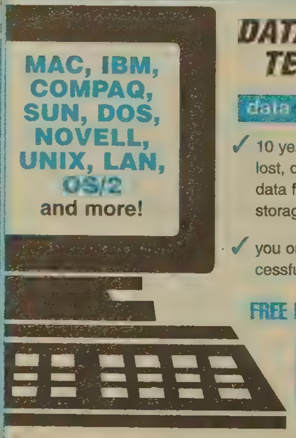

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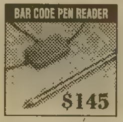

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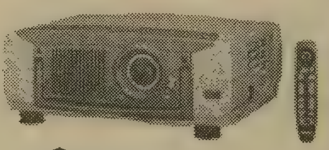

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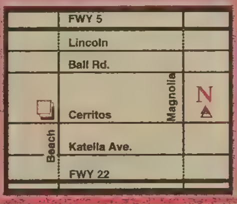

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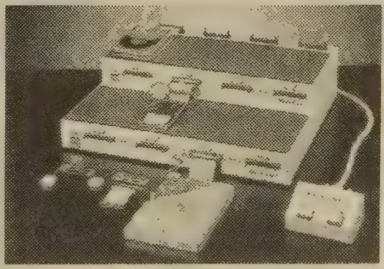

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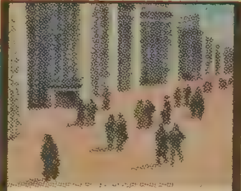

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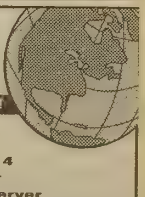

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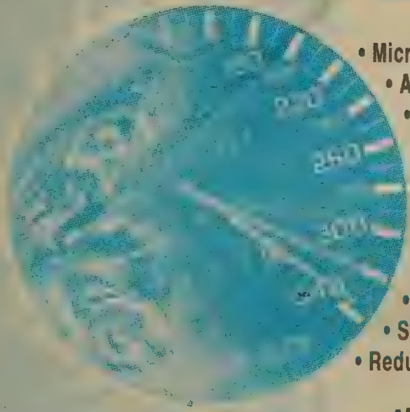

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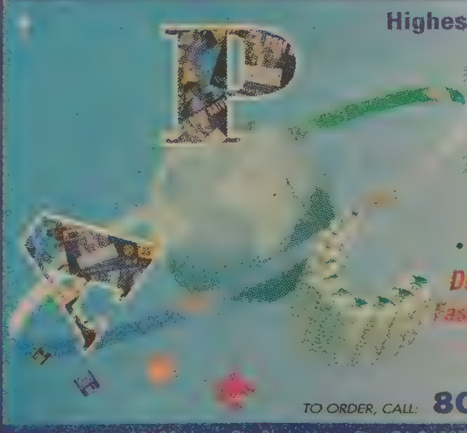

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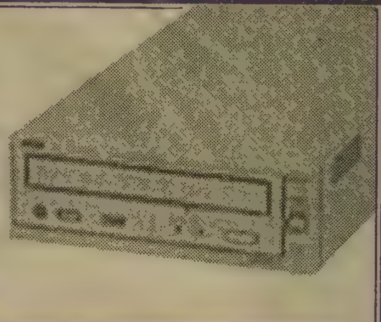

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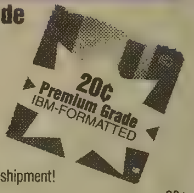

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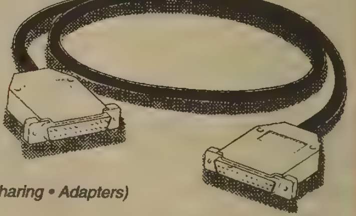

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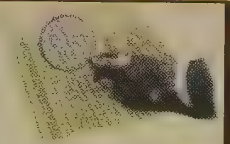

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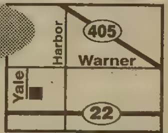

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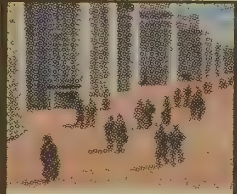

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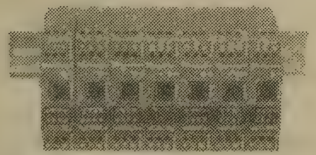

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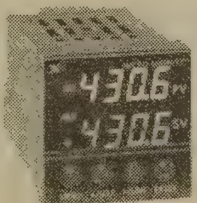

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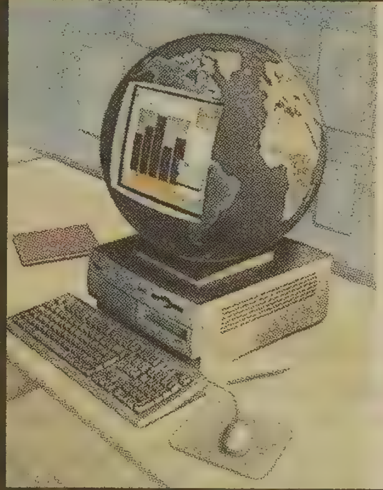

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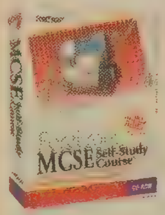

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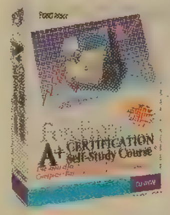

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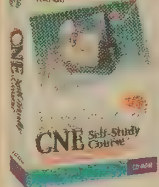

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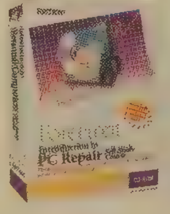

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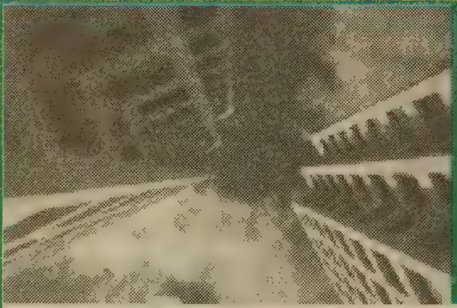

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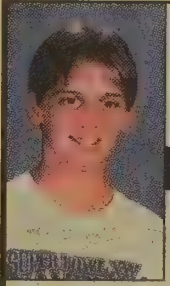

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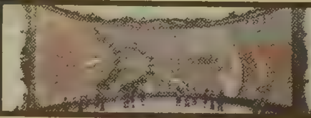

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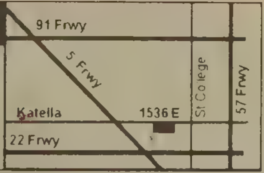

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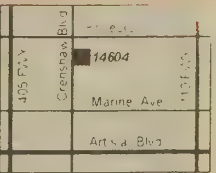

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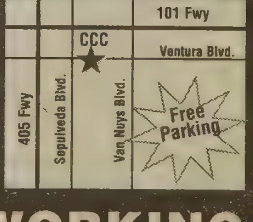

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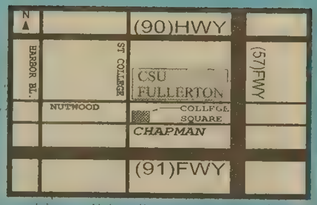

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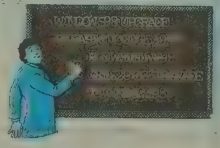

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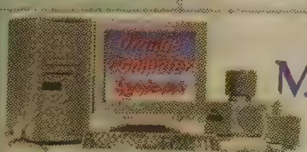

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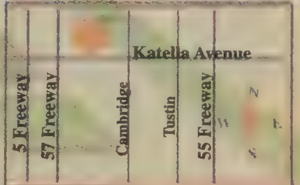

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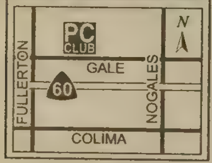
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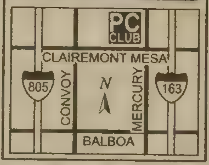
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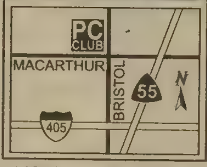
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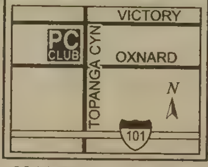
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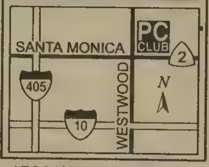
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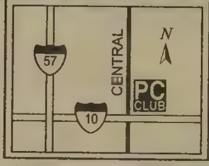
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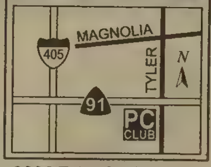
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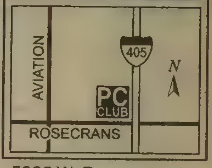
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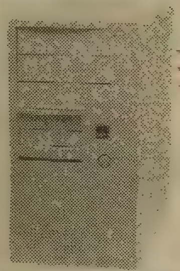

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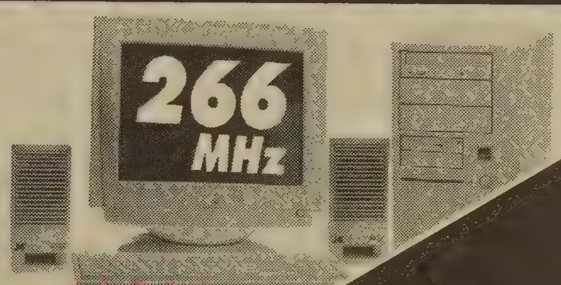

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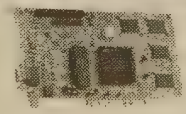

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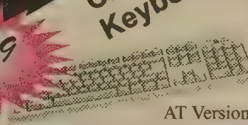

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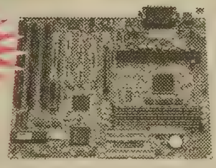

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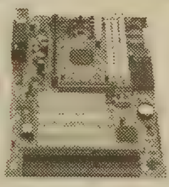

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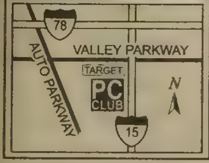
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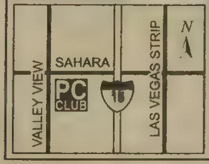
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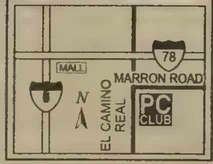
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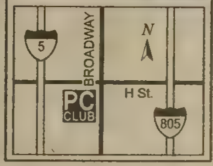
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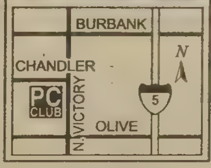
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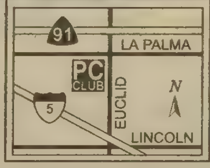
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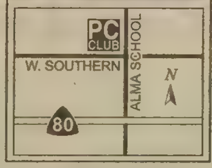
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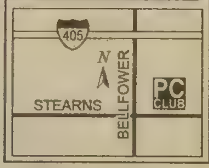
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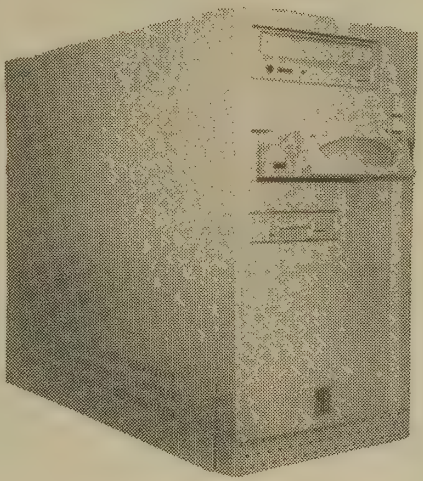

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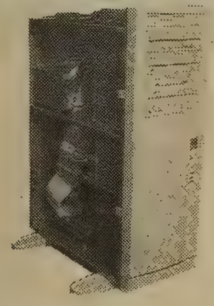

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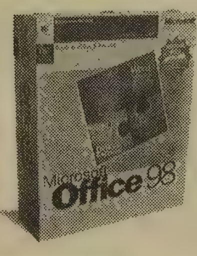

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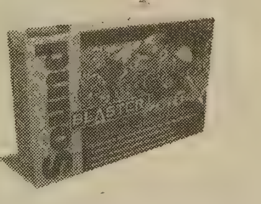

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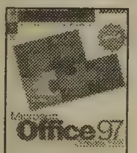

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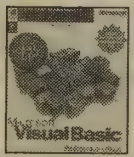

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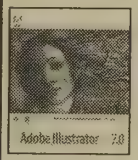

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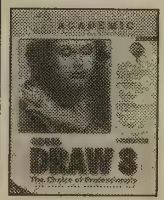

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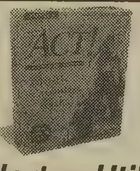

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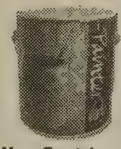

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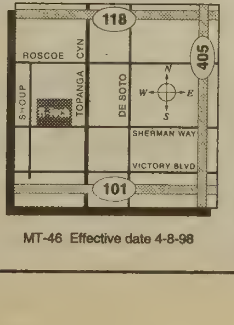

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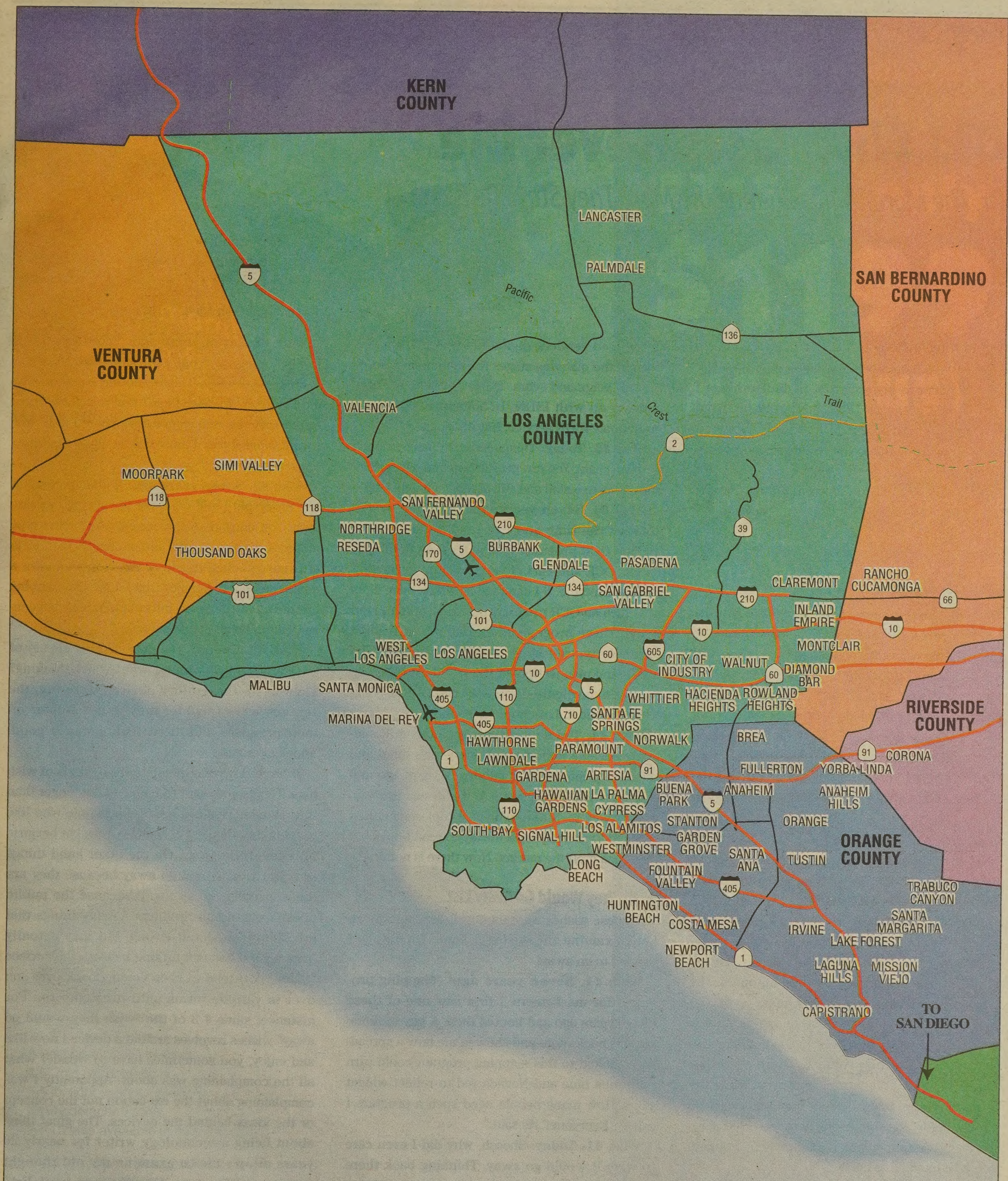
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Old Wish Lists Never Die

Or, The More Things Change the More They Stay The Same

By John C. Dvorak

Every four or five years I put together a wish list. This is not a common wish list because my wish list includes things I wish would go away. I dug up an old list from seven years ago to see if anything has been improved. And, more obviously, to see if my wishes came true. Let's go over the wishes of seven years ago and the current status. Let me tell you in advance, it's pathetic how slowly things change.

Wish List For Things

Wish #1. Seven years ago: "Language translators that work. As the world goes international, the need for accurate computer translation will be paramount. Hopefully it will someday evolve into devices you can talk into and out will come a clear translation of what you've said. This is the kind of device that will be the true use of voice recognition. Unfortunately the drawback is that voice recognition seems a long way off and the computer has difficulty correcting bad English and making it into good English let alone translate something into Russian."

Wish #1. Today: Voice recognition hasn't improved much and translation software is still laughable. Gads! Proof that nothing changes.

Wish #2: Seven years ago: "Smart word processors. This is a word processor that would incorporate a spell checker and usage checker right into the system so it would automatically correct mistakes you, the user, make over and over. I, for example, because of typing habits, have a tendency to type 'liek' instead of 'like.' It's just a coordination problem. There are other common typos I make over and over. While the spell checker catches these it could as easily be caught before spell checking and corrected automatically. Certain common grammatical bloopers could be handled as easily."

Wish #2: Today: We've come pretty close with this wish. The grammar aspect of word processors is still lagging though.

Wish #3. Seven years ago: "How about ISDN (integrated services digital network)? ISDN has been in the planning stages for the phone companies for years and years. These bozos don't know what to do with ISDN. In some areas you can order some ISDN service, but it's isolated."

Wish #3. Today: Things haven't changed much in seven years. You can get ISDN but its over-priced and a pain to install and still not fast enough.

Wish #4. Seven years ago: "OCR that works 100% of the time and can read bound books. Today's OCR programs are better than nothing—barely. OCR still isn't close enough to perfection to be acceptable. If I can read a broken bent "t" as a "t" then an OCR program should be able to read it too. These programs do a fine job of reading perfectly typeset helvetica and little else. The books and manuscripts of the world are all going to have to be digitized someday and OCR is going to have to do it. Let's hope it's soon."

Wish #4. Today: It amuses me how OCR suddenly became important in everyone's mind and the quality improved dramatically years ago and then very little has changed. It still has problem with broken t's. Kurzweil made a cool scanner that scanned to the edge specifically to read books but then took it off the market. Now there is nothing.

Wish They Would Go Away List

Well these wishes were a typical disappointment. Let's examine the wishes I made for things I wanted to go away!

Wish #1. Seven years ago: "Mapping programs for marketeers. I first saw one of these things years ago and hooted then. A guy took me into his back room and showed me how a spreadsheet linked to this mapping program could turn California blue and Nevada red to reflect widget sales. How many people need such a program I asked. 'Everyone!' He said."

Wish #1. Today: Sheesh, why did I even care to wish it would go away. Thinking back there apparently were a slew of such programs coming out all at once. I was sick of seeing them. Needless to say the trend ended and whatever was bothering me actually went away! Cool!

Wish #2 Seven years ago: "More icons. Is it just me or has everyone gone icon mad?"

Wish #2. Today: This is another mystery. Why did I care? Nowadays, I can't find any good icons. Apparently this annoyance disappeared too! Now I want more icons. I must not be alone regarding these issues.

Wish #3. Seven years ago: "Palmtop computers. Sorry, but I still don't get the appeal of palmtops. You can't read the screens. You can't type on them. If you're a man and put one in your jacket breast pocket you look like you've grown a mammary gland. Besides that I don't like carrying around all my personal information in such a convenient pickpocketable package."

Wish #3. Today: Well, as a dedicated user of the Palm Pilot, I wonder what was I thinking? Then again these older devices were big, the screens were terrible; they didn't deliver on their promises and the software wasn't good. Times change.

There is a certain theme to these kinds of wish lists. Things you want to happen take longer than they should. This is a lesson for people who like to think that things will change overnight because of a new technology. On the other hand things that you wish would go away because they are dumb usually DO go away because the public doesn't buy dumb products. Finally things that are simply executed wrong, but may actually have a good concept lurking beneath the surface (Palm Pilot) tend to keep coming back over and over in various forms until it catches on. For instance, since # 3 of the "wish they would go away" wishes revolves around a device I now like and enjoy, you sometimes have to wonder what all the complaining was about. Apparently I was complaining about the execution not the concept or the ideas behind the devices. The great thing about being a technology writer for nearly 20 years allows me to examine my old thought process and fine tune it for the next "wish list." Coming soon in a magazine near you. ◆

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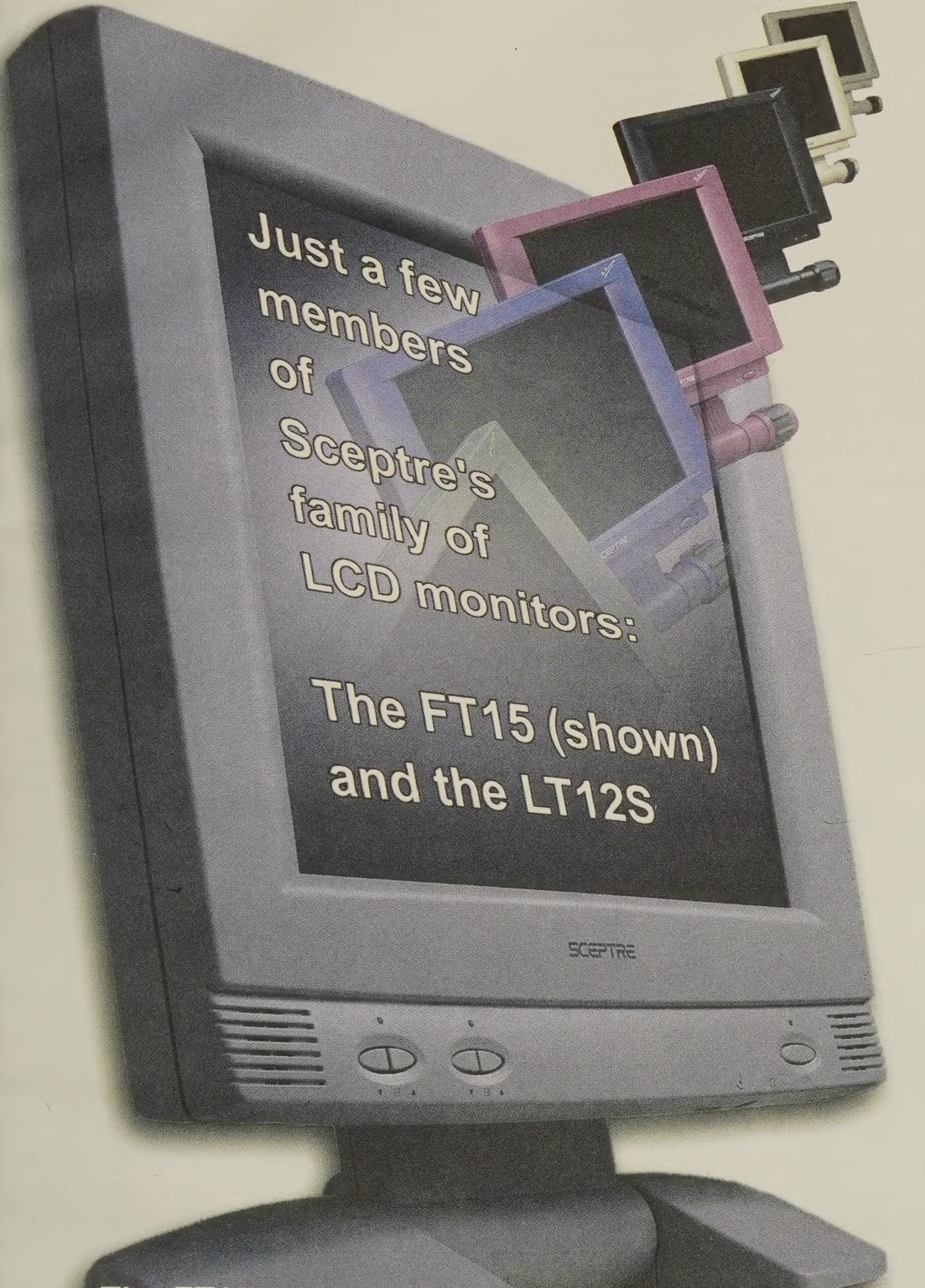

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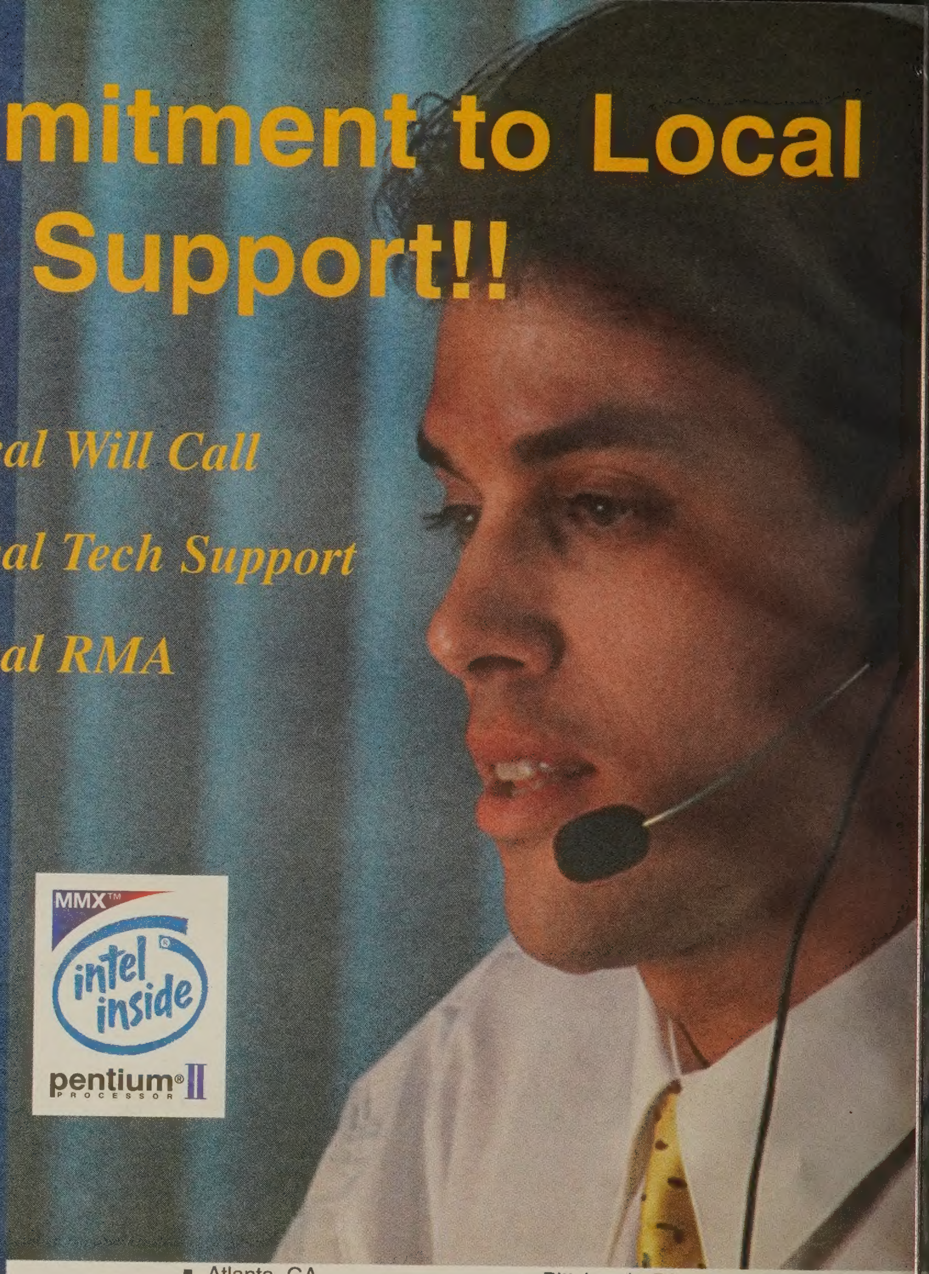

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